

SoundSync Provider Information

Reference update for the HISE payment provider comparison

Public information checked 6 October 2026

SoundSync supports PayPal checkout, USD pricing, twice-monthly Stripe Connect developer payouts, native affiliates, collaborators, and reseller integrations. Its public pages now name the legal business and explain Merchant of Record responsibilities, tax, refunds, and settlement.

This reference updates the SoundSync entries in the supplied post, Payment providers for plugin sellers compared: fees on real sales, plus features, and adds current product details. Each answer links to its public source; other providers are not re-evaluated here.

Comparison field	Updated SoundSync answer	Public source
Merchant of Record	Yes, SoundSync Solutions for SoundSync-managed checkout.	MoR policy
PayPal	Yes for one-time purchases. Subscriptions use Stripe.	Payments
Licensing	Serial and account activation, validation, deactivation, device limits; two HISE paths and a complete JUCE source package.	Licensing
File delivery	Yes, private files delivered through authorized customer access.	Secure delivery
Affiliates	Yes, native product-scoped referral programs; accepted terms and enrollment apply.	Affiliates
Collaborators	Yes, product-specific revenue sharing and recipient balances.	Collaborators
Resellers	Yes, approved relationships, serial fulfillment and partner APIs.	Partners
Free products	Yes, qualifying free claims use the external-redemption allowance.	Fees guide
Pay what you want	No. Paid checkout offers must meet the \$9.99 floor.	Product setup
Email marketing	Built in: 1,000 marketing sends/month, then \$1 per started 1,000-send block. Transactional email is separate and included.	Email billing
Currencies	USD only currently, including checkout presentment and charges.	Payments
Funds and payouts	Dedicated business payout account; developer payouts through Stripe Connect on the 1st and 15th after the 14-day hold.	Payout policy
Own site checkout	Hosted custom-domain storefront or full embedded commerce package; in-plugin Store and My Products.	Storefronts
Gumroad migration	No assisted migration service. External-order fulfillment is not account migration.	Migration policy

Fees and included usage

One fee on discounted product revenue

SoundSync takes **10% of the product price after discounts and before tax**. There is no fixed per-sale SoundSync charge and no second marketplace percentage. Ordinary Stripe or PayPal processing is included when payment completes through SoundSync-managed checkout, including developer storefront and marketplace purchases. An external reseller that collects payment covers its own processing.

Sources: [Pricing](#) | [External-sale responsibilities](#)

Sales mix from the post	Pre-tax revenue	SoundSync fee	Fee rate
100 sales at \$10	\$1,000	\$100	10%
20 sales at \$50	\$1,000	\$100	10%
10 sales at \$100	\$1,000	\$100	10%
30 at \$10 + 8 at \$50 + 3 at \$100	\$1,000	\$100	10%

These figures exclude usage overages, refunds, disputes, agreed recipient shares, and currency conversion. If the \$1,000 of sales occurs in one calendar month, its \$100 in SoundSync fees already exceeds the monthly minimum. Against the post's \$174 Gumroad mixed-basket figure, \$100 is \$74 lower, about 42.5%; that is arithmetic from the supplied comparison, not a new Gumroad fee audit.

Minimum price and monthly minimum

Paid products, subscriptions, and bundles must stay at **\$9.99 or more after discounts, before tax**. Free offers use supported claim flows; customers cannot choose a pay-what-you-want amount. The **\$10 monthly minimum** is a minimum total of SoundSync charges, not an added subscription: sale fees, email overages, redemption charges, and other applicable SoundSync charges offset it. A \$7 charge total leaves a \$3 shortfall; a \$12 total leaves none.

Sources: [Fee calculation](#) | [Product pricing](#)

Included monthly usage	Overage	Important distinction
1,000 marketing emails	\$1 per started block of 1,000 additional sends	Campaigns and automations share one allowance.
10,000 qualifying external redemptions	\$0.005 per additional redemption	Free claims and off-portal/reseller serial claims, not every activation or validation.
Transactional emails	Included separately	Receipts, security, purchase and licensing messages do not use the marketing allowance.

Allowances reset on the first of each UTC calendar month with no rollover. A free BOGO gift delivered as part of a paid SoundSync checkout does not incur an external-redemption charge. Ordinary licensing API activity is not separately reclassified as a new redemption.

Sources: [Email counting and resets](#) | [Redemption rules](#)

Legal business and tax responsibilities

Who operates the service

SoundSync Solutions is the legal business, registered in **Michigan, USA**, and operated by one independent developer. Business address: **2632 Crossing Circle #1010, Traverse City, Michigan 49684, USA**. Support and business contact: **support@soundsyncsolutions.biz**.

Sources: [Company information](#) | [Terms of Service](#)

Merchant of Record and tax

SoundSync Solutions is the Merchant of Record for purchases paid through its managed checkout. SoundSync handles applicable sales-tax/VAT calculation, collection, registration, filing, and remittance for those transactions. Tax is separate from the discounted product revenue on which the 10% fee is calculated. Developers still handle their own income/business taxes and product support. Externally collected reseller sales retain their separate seller and tax responsibilities.

Sources: [Managed-sale responsibility](#) | [Tax coverage](#)

Current checkout region	Locations listed in the public policy
North America	United States, Canada, Mexico
European Union	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden
Other European markets	United Kingdom, Iceland, Norway, Switzerland, Turkey
Asia and Middle East	Hong Kong, India, Israel, Japan, Saudi Arabia, Singapore, South Korea, Taiwan, United Arab Emirates
Oceania and Africa	Australia, New Zealand, South Africa

The current checkout selector lists 47 countries, with US state and Canadian province/territory selection. This is not a promise of universal worldwide coverage. Contact support before relying on an exemption, VAT reverse charge, or special invoice treatment. A calculator or accounting record is not itself a registration certificate or proof of a filed return.

Sources: [Complete location and tax policy](#)

Terms privacy and retained records

The Terms of Service and Privacy Policy now contain substantive text. The terms apply Michigan law without excluding mandatory consumer rights. Privacy documentation covers service purposes, relevant providers, marketing choices, and rights requests. Retention varies by purpose and legal obligation; account closure does not instantly erase required transaction records.

Sources: [Terms](#) | [Privacy](#) | [Retention and deletion](#)

Refunds disputes and customer access

Developers can initiate refunds

Customers request a refund from the product developer within **14 days of the initial purchase**. Authorized developers use the Purchases view to inspect the order, choose the full order or selected whole products, review the breakdown, supply a reason, and confirm. Custom cash amounts and fractional refunds of one product are not supported. The standard subscription refund policy covers only the initial payment, not renewals; mandatory rights still apply.

Sources: [Refund eligibility and developer workflow](#)

Who receives and pays what

The customer receives the refunded products' full paid amount and associated tax. SoundSync retains its original share. The developer bears actual additional provider refund charges, not a new deduction for ordinary processing already included on SoundSync checkout. Tax is reconciled separately from product earnings.

Example with no recipient sharing	Amount
Original pre-tax product sale	\$49.00
Original SoundSync fee	\$4.90
Original developer proceeds	\$44.10
Customer product refund	\$49.00 plus its associated tax
SoundSync fee retained	\$4.90

Agreed affiliate and collaborator shares reverse according to the original sale allocation, not a newer rate. Already-paid shares are recovered from future earnings. The 14-day hold reduces exposure but cannot eliminate delayed disputes or later recovery.

Sources: [Refund amounts and original shares](#) | [Recipient reconciliation](#)

Access follows the affected purchase

A confirmed refund withdraws access granted by the refunded purchase for its affected products. A full-order refund covers that order's purchased items; unrelated purchases and independent grants remain. Bundle and gift scope follows the linked purchase. Download authorization, entitlements, serial/license state, and subscription access are reconciled with the payment outcome.

Sources: [Access after a refund](#)

Disputes are not ordinary refunds

Developers are responsible for confirmed chargeback losses and actual dispute charges. An open dispute can hold the affected funds pending its outcome; it is not automatically a final loss. External reseller payments are refunded by the merchant that collected them. Arrival of a refund at the customer's bank depends on the provider, not a fixed SoundSync arrival guarantee.

Sources: [Dispute and timing policy](#) | [External seller boundaries](#)

Funds currency and developer payouts

Where collected funds are held

Funds collected through SoundSync's Stripe and PayPal checkout are transferred manually into a dedicated business account used only for developer, affiliate, and collaborator payouts, not business expenses. Developer payouts are made through **Stripe Connect**. This describes a dedicated payout account, not escrow, a legally protected trust account, or deposit insurance.

Sources: [Funds held and paid](#)

The exact payout cadence

Question	Current policy
Scheduled payout dates	Twice monthly: the 1st and 15th.
Payment hold	At least 14 full elapsed days from the payment time.
Which run includes the sale	The next scheduled run after the hold completes, provided funds and destination are eligible.
Payout minimum and routine reserve	No SoundSync payout minimum or routine reserve.
Payout currency	USD.
Date meaning	Payment initiation, not guaranteed receipt in a bank account.

The payout schedule defaults to America/New_York; monthly email and redemption allowances use UTC periods instead. Unresolved refunds/disputes, account restrictions, destination readiness, and reconciliation can hold an affected balance. Older eligible unpaid balances remain eligible for the next run. Statements distinguish revenue, recipient shares, usage charges, adjustments, and completed transfers.

Sources: [Schedule and eligibility](#)

USD only does not mean local currency pricing

Products, checkout amounts, statements, and payouts currently use **USD only**. Buyers may see their own card or PayPal provider convert a USD charge. Developers receiving money in another currency bear applicable conversion costs; no single universal conversion percentage is advertised. Card and wallet choices vary by customer, device, region, and provider. PayPal is a one-time checkout option; subscriptions currently use Stripe.

Sources: [Payments and checkout currencies](#)

Closing an account or resolving a missing payout

Contact support with the statement period and payment reference. Account closure is a coordinated process for new sales, renewals, customer access, credentials, balances, and required records. Remaining eligible funds follow the next applicable payout date; held funds follow their eligible cycle. Closure does not erase fees, disputes, or existing customer obligations.

Sources: [Account closure and payout support](#)

Licensing packages and file delivery

Integration	Current package and enforcement model	Source
HISEScript	Product-specific script integration without editing HISE source. Handles activation, validation, deactivation, branding, and customer workflows; configurable offline grace requires a prior valid state.	HISE overview
Native HISE C++	Native licensing authority. Requires patched/rebuilt HISE and rebuilt exported plugins. Stronger native enforcement is not a piracy-proof promise.	Native setup
JUCE 0.7.0	Complete source integration with processor-owned runtime, audio gating, activation UI, Store and My Products. Requires online renewal at startup; offline audio is unavailable in this release.	JUCE package

Account login and serial activation are separate customer paths. Licenses connect product ownership and device access; pending claims can require email verification. An explicit denial or deactivation must not be treated as valid offline access. Package behavior and compatibility must be tested in the developer's actual release build; neither native code nor client-side secrets provide a universal piracy guarantee.

Sources: [Package choices](#) | [Claim and licensing behavior](#)

The custom licensing API is documented

Method	Endpoint	Purpose
POST	/api/license/v1/claim	Begin a serial claim and identity verification.
GET / POST	/api/license/v1/claim-status	Read pending or verified claim state.
POST	/api/license/v1/activate	Activate the current machine.
POST	/api/license/v1/customer-login/activate	Activate through supported customer identity.
POST	/api/license/v1/validate	Revalidate cached machine access.
POST	/api/license/v1/deactivate	Deactivate the machine.

The reference includes authentication, inputs, responses, scope, and effects. Standard custom HTTP/HISEScript credentials differ from the generated native public-client identity/proof path. Keep developer-account tokens and partner secrets out of shipped plugins. Do not persist customer passwords or perform blocking licensing requests on the audio thread.

Sources: [Licensing endpoint reference](#) | [JUCE integration and release checks](#)

Private files and customer delivery

Private files use entitlement-checked downloads. Upload paths include local, chunked, direct private-storage and approved remote links. Limits depend on the path: neither unlimited size nor one universal cap is promised. A receipt or raw storage URL does not authorize a customer download.

Sources: [Delivery and upload boundaries](#) | [Customer library](#)

Storefront branding and the customer experience

Hosted embedded and in plugin storefronts

Developers can publish a hosted storefront on a verified custom domain or install the full embedded commerce package into an existing website. A standalone page embed is a narrower surface, not the entire commerce installation. HISE/JUCE Store and My Products provide in-plugin product browsing and owned-access views; licensing and browsing sessions remain separate.

Sources: [Storefront surfaces](#) | [Web and in-plugin customer access](#)

Your main domain is supported

An apex domain such as example.com is supported; a shop or store prefix is not required. Subdomains also work. Developers need domain ownership/control and DNS access. The guided setup supplies record instructions, ownership/routing verification, connection status, and SSL certificate management. SoundSync handles the hosted connection and certificates once the required setup is verified.

There is no guaranteed DNS propagation time. Moving an apex domain can affect an existing site, and unrelated email records must be preserved. Storefront SSL does not automatically verify an email sending domain or enable optional analytics.

Sources: [Domains and managed SSL](#)

Brand Manager covers the full identity

Brand settings include store/developer name, tagline, descriptions, store slug, main and light/dark logos, icon/banner assets, default product imagery, primary/secondary/tertiary or accent colors, supported semantic/appearance settings, social links, support inbox, reply-to identity, business/contact details, support content, and domains. Product artwork remains product-specific.

Hosted pages, Website Builder, checkout, customer library, and email reuse supported brand values. Generated plugin packages can retain bundled snapshots; some changes require regeneration and a rebuilt product rather than assuming every installed plugin updates immediately.

Sources: [Brand values and propagation](#)

Guided commerce pages and customer access

The storefront provides home, catalog, product, deals, reviews, about, support, account/library, cart, and checkout experiences. Website Builder edits supported copy, media, templates, featured selections, and product order with preview controls; it is not an unrestricted free-form site builder. Customers use their library for owned products, downloads, serials, device context, subscription state, and support.

Sources: [Website Builder and hosted pages](#) | [Owned products and account access](#)

See the product rather than a generic diagram

The linked feature pages include real customer-facing Moonwave FX storefront and library images, plus HISE/JUCE activation, Store, and My Products screens. They show the customer journey around product browsing, access, and support; an individual screenshot does not establish every host, provider, or payment edge case.

Sources: [Storefront examples](#) | [HISE screens](#) | [JUICE screens](#)

Email marketing and marketplace growth

Campaigns audiences settings and reports

Email workspace	What the current documentation covers
Campaigns	Drafting, preview, tests, scheduling, sending, duplication, cancellation, and reporting.
Contacts	Developer-scoped audiences, CSV imports, segments, consent, unsubscribe and suppression.
Growth Flows	Triggers, sequences, delays, eligibility, rewards, queue activity and recipient history.
Analytics	Engagement, recipient outcomes and attribution where collected.
Settings	Sending enablement, sender/reply-to identity and compliance footer readiness.

Sources: [Email marketing workspace](#)

The first 1,000 monthly marketing sends are included. Each started block of 1,000 over that costs \$1: 1,500 or 2,000 total sends costs \$1 in email overage; 2,001 costs \$2. Provider-accepted recipient sends count, even if they later bounce. Drafts, tests, skipped/suppressed recipients, and provider-rejected sends do not count in the documented campaign billing path. Transactional messages are included separately.

Sources: [Accepted-send counting and billing](#)

Growth flows and AI assistance

Documented flow families include cart recovery, review requests, cross-sell/upsell, product onboarding, promotion follow-up, winback, product updates, new releases, and special promotions. Sequences support configured delays and timing, eligible audiences, step tests, activity, and pause/archive controls. A template does not mean every event source is connected; inspect the configured trigger and delivery outcome before retrying.

AI assists with drafts, subject/preview ideas, rewriting, and promotion planning. It neither authorizes autonomous sending nor guarantees sales. Purchases and imported contacts do not automatically provide marketing consent; transactional-only, unsubscribed, and suppressed audiences have different treatment.

Sources: [Growth flow families and operation](#) | [AI and audience boundaries](#)

Marketplace discovery and offers

Launch into an ecosystem backed by nearly 50,000 established audio-software customers. Marketplace home, categories, search, collections, deals, product pages, developer links and supported reviews offer discovery opportunities. Marketplace-attributed managed sales still use the single 10% fee. The ecosystem is not a claim of 50,000 current SoundSync accounts, an unrestricted mailing list, or guaranteed exposure/sales.

Sources: [Marketplace and ecosystem](#)

Promotions include scheduled deals, codes, supported multi-product discounts, BOGO, community group-buy rules, and post-purchase coupons; product/subscription bundle paths are separate. Deal-to-campaign creation produces a draft, not an automatic send. Offer scope, timing, eligibility, checkout support, stacking, and the \$9.99 paid-price floor still apply.

Sources: [Promotion capabilities and rules](#)

Affiliates collaborators and resellers

Native affiliate support

Affiliates are a dedicated native referral program, not merely a reseller or attribution label. Developers invite recipients, agree eligible products and rates, issue supported referral links, and track clicks, qualifying sales, allocations, and recipient earnings. Accepted terms, product eligibility, live consent and payout readiness apply. The current allocation path is for eligible one-time products, not recurring or rent-to-own products.

Sources: [Native affiliate program](#)

Collaborators and workspace access are different

Collaborator agreements specify product-level revenue shares, accepted versions, and effective dates. Recipients have separately tracked balances. An agreement does not grant the developer owner login, team permissions, or unrestricted customer records. Team Accounts separately handles dashboard invitations, supported roles, selected/all-product scope, audit activity, and revocation.

Sources: [Collaborator revenue sharing](#) | [Team permissions](#)

Illustrative allocation	Amount
Discounted pre-tax product revenue	\$100.00
SoundSync fee	\$10.00
Revenue remaining after SoundSync	\$90.00
Affiliate at an agreed example rate of 20% of \$90	\$18.00
Collaborator at an example 25% of the remaining \$72	\$18.00
Developer remainder	\$54.00

The example rates are not defaults or extra platform surcharges. The affiliate allocation comes first, then collaborator shares and the developer remainder. Tax is outside the split; ordinary managed-checkout processing is not deducted again. Refunds use the original allocation, and paid shares can be recovered from future earnings.

Sources: [Share calculation funding and recovery](#)

Resellers and WooCommerce

Approved reseller/partner relationships can use assigned products, serial batches, external orders, fulfillment, API credentials, statements and activity. The partner reference covers product access, external-order submission, license lookup/revocation, campaigns and webhook operations within the approved scope. WooCommerce integration requires store authorization and approved product mappings; fulfillment is restricted to relevant order lines.

Sources: [Reseller relationships](#) | [Partner API](#) | [WooCommerce fulfillment](#)

An external seller collects its own payment and covers its processing and tax obligations. SoundSync does not fund a recipient payout merely because an external order or commission estimate exists. Referrals that complete payment through SoundSync checkout are different: those are managed sales under SoundSync's MoR and processing model.

Sources: [Managed versus external sales](#) | [Funded recipient settlement](#)

Recurring products operations and current exclusions

Subscription access and earned ownership

Subscription bundles support a configured recurring catalog, billing interval, price, included-product snapshot, and trial/grace policy. The access-only model follows the paid period and cancellation rules. In the keep-your-products model, verified paid invoices earn ownership of eligible products; cancelling future billing does not remove ownership already earned, although a refund, dispute, or reversal can affect the corresponding payment.

Supported customer workflows include plan-change previews, upgrades/downgrades, proration, scheduled changes, billing management and cancellation/reactivation. Manual access is not permission to charge. Test the actual product's renewal, failed-payment and plugin-access behavior. Subscription checkout currently uses Stripe, and paid recurring/bundle offers must meet the \$9.99 minimum.

Sources: [Recurring catalog and ownership](#) | [Subscription payment method](#) | [Price floor](#)

Analytics customer operations and delivery

The operations workspace connects revenue, products, customers, marketing, engagement, retention, technical activity, refunds, fees, statements, and payout readiness. Date/product filters, supported reseller inclusion, and exports scope the views. Dashboard revenue is not automatically cash available for payout. Optional GA4 applies to supported public pages on a verified custom domain, not private library pages or the developer dashboard.

Sources: [Analytics and financial distinctions](#)

Customer tools support scoped record searches, purchase/serial review, device actions, verification resends, and permitted imports/exports. Removing access, deactivating a device, deleting a file, and issuing a refund are different operations. Teams and financial program recipients have only their separately assigned access.

Sources: [Customer operations](#) | [Workspace scope](#)

Unsupported or qualified comparison entries

Entry	Accurate current answer	Source
Gumroad assisted migration	No. Imports and external fulfillment are not a transfer service for accounts, recurring mandates, consent or payment history.	Migration policy
Pay what you want	No. Use a fixed paid price or a supported free-claim flow.	Product setup
Local-currency checkout	No. USD only currently; provider conversion is separate.	Payments
Unlimited file delivery	Not promised. Upload-path limits apply.	Delivery limits
Guaranteed marketing reach or sales	Not promised. Discovery, consent and account eligibility apply.	Marketplace
Universal runtime compatibility or uptime	Not promised by a package/API listing or a public status page.	Compatibility

Sources: [Trust Center](#) | [Getting started](#) | [Public status information](#)