Cancellation and Refund Policy

1. Policy overview

Effective date: October 1, 2026. ARIA Flight is owned and operated by Matthew Shiflett, LLC, a Florida limited liability company. For cancellation, billing or refund assistance, email ariaflightadmin@gmail.com. This policy applies to the monthly ARIA Flight membership, including the Founding membership. Any expressly stated offer-specific guarantee and your mandatory legal rights remain protected.

Business mailing address: 3100 SE Federal Highway, #1053, Stuart, Florida 34994, United States. Business phone: +1 772-293-2933. Email: ariaflightadmin@gmail.com.

2. Monthly billing and renewal

Standard membership is $89 USD per month with no founding enrollment fee. The Founding Member offer is limited to the first 100 founding memberships: a one-time $99 enrollment fee plus $69 for the first month, totaling $168 at signup before applicable taxes, followed by automatic renewals of $69 per month until canceled. Once the 100-membership offer limit is reached, the founding offer closes, unless otherwise determined by Matthew Shiflett, LLC in its sole discretion. Standard membership is available at $89 per month under its applicable terms. The enrollment fee is not charged again on ordinary renewals. Existing paid commitments are honored.

Your membership renews monthly until canceled. The amount, currency, applicable taxes, billing frequency and next renewal date are disclosed during checkout and in your account or purchase confirmation. Cancel before the displayed renewal date and time to prevent the next charge. No additional advance-notice period or cancellation fee applies. Canceling after a renewal normally stops the following renewal; refunds are addressed below.

Not using the membership, uninstalling an indicator, leaving the community or deleting a TradingView account does not cancel your subscription. Use the cancellation process below.

3. How to cancel

Use your Whop membership settings at https://whop.com/@me/settings/memberships or the subscription-management link in your purchase confirmation, and complete the cancellation process. Alternatively, email ariaflightadmin@gmail.com from the email address associated with your membership, state that you want to cancel, and include your order or membership reference if available. A reason for cancellation is optional. Do not send passwords or full payment-card details.

A sufficiently identifiable email cancellation is effective for stopping renewal when we receive it, not when a staff member later processes it. If additional information is reasonably necessary to identify the account, we will request it promptly without using verification to delay cancellation. If a renewal is processed after a timely valid cancellation, we will correct the charge and refund the amount improperly collected. Keep your submission or confirmation for reference.

4. Confirmation and remaining access

Cancellation stops future renewal and ordinarily leaves your paid membership available through the end of the current paid billing period. Your confirmation will identify when access ends. If you do not receive confirmation, contact ariaflightadmin@gmail.com; lack of a confirmation does not invalidate an otherwise valid cancellation.

When paid access expires, membership-only indicator permissions, lessons and community access end. Previously downloaded or retained material remains subject to the Terms, including applicable license and confidentiality restrictions. Earlier access suspension may apply for a material Terms violation or security issue, subject to applicable law and any required remedy.

5. Refunds and unused time

Except for an express offer-specific guarantee or a right described below, membership payments are non-refundable once the paid billing period begins. We do not provide discretionary refunds or prorated credits solely because you cancel, do not use the membership, change your trading plans, or experience trading losses. Cancellation preserves the remaining paid-period access described above.

This restriction does not apply to duplicate or unauthorized charges, charges collected after a timely valid cancellation, legally required refunds, or remedies owed because access was not supplied or the service was not delivered as promised. A report of an access problem is not a waiver of your cancellation or refund rights.

The same no-discretionary-refund policy applies to the one-time founding enrollment fee once founding membership is activated. The fee does not purchase access after cancellation or create a perpetual license. All exceptions above, including remedies for non-delivery, billing errors and mandatory legal rights, also apply to that fee.

6. Requesting a refund or reporting a billing issue

Email ariaflightadmin@gmail.com with your account email, the charge date and amount, order reference if available, and a short explanation. We may request information reasonably needed to identify the transaction and assess the issue. We will communicate the decision and any next steps. Approved refunds are returned through the payment provider to the original payment method where available, or another lawful method agreed with you if that is not possible. Bank and provider processing times vary; we do not promise a fixed posting date.

A refund that ends the paid entitlement may also end the access associated with that entitlement; we will explain the applicable access end date. No provision requires you to contact us before exercising a statutory right or a card-issuer, bank or payment-provider dispute right.

7. Founding rate and reenrollment

Founding membership includes a $69/month base subscription rate lock, ARIA Flight software updates at no additional ARIA charge while membership remains continuously active, and access to the future ARIA desktop release and its updates at no additional ARIA charge when released, while that continuous membership remains active. The desktop is not currently released and no release date is promised. Separate TradingView, exchange-data, broker or other third-party charges are not included. These benefits attach to the founding membership and are nontransferable.

Any reference to "lifetime," "for life," or "free updates for life" means only for the duration of the member's continuously maintained founding membership and the applicable service's availability. It does not mean the member's natural lifetime, a perpetual software license, a fully paid lifetime subscription, or access or updates after membership ends. The $69 monthly subscription remains payable. Cancellation ends founding status, the rate lock, update eligibility and future desktop benefits when the current paid period expires; paid access continues until then. A scheduled cancellation reversed before that expiration preserves continuity. Once membership ends, reenrollment does not automatically restore founding status or prior benefits and is at the then-current standard terms unless a new founding offer is expressly accepted. This definition does not excuse failure to deliver an expressly promised benefit or remove mandatory remedies.

8. Failed payments

If a renewal payment fails, access is suspended immediately when the membership becomes past due. Founding status and the $69/month rate are preserved if the overdue renewal payment succeeds before automatic cancellation of that membership. Access may resume after successful payment is verified and script permissions are restored. If the membership is automatically canceled before payment recovery, founding status and its associated benefits end; later reenrollment does not automatically restore them and is subject to the then-current offer and terms. There is no guaranteed seven-day recovery window. Payment retries and automatic cancellation follow the payment provider's process; review payment-failure notices and resolve overdue payments promptly. Voluntary cancellation follows the separate cancellation rules.

A declined payment is not a reliable way to cancel: use the cancellation process above to stop future renewals and renewal attempts. Any collection of an amount already owed must be distinguished from authorization for a new billing period.

9. Changes or discontinuation by ARIA

If we discontinue your paid membership without your material breach before the end of its paid period, we will refund the unused portion of the affected period, calculated in proportion to the time remaining, unless you choose an alternative remedy we offer. This does not reduce any greater remedy required by law. Material changes to a paid offering remain subject to the Terms and applicable legal remedies.

Matthew Shiflett, LLC may amend this policy and the Terms and change applicable pricing with at least 30 days' advance notice to the email address associated with your membership. The notice will identify the changes and their effective date. Any longer notice period or affirmative consent required by applicable law will apply. Price changes apply only to renewals occurring on or after that effective date, after the notice period has elapsed, and do not change amounts already paid for a current billing period. You may cancel before the affected renewal to avoid the new charge; ordinary cancellation preserves access through the paid period. The protected $69/month founding base rate is exempt from price increases while qualifying continuous founding status is maintained, including payment recovery before automatic cancellation. Changes will not retroactively remove accrued rights, a refund right or an express guarantee applicable to your purchase.

10. Mandatory rights and related terms

Nothing here excludes applicable consumer withdrawal, cancellation, refund or other mandatory rights. Where a jurisdiction requires a separate consent or acknowledgment for immediate delivery of digital content or services, accepting these general Terms alone does not substitute for it. Any applicable statutory withdrawal information and required consent process must be supplied before purchase.

Read this policy with the Terms and Conditions, Privacy Policy and Risk Disclosure. The Florida governing-law and Palm Beach County venue provisions in the Terms remain subject to their stated mandatory-rights exceptions. This policy does not limit payment-provider rights that apply independently to your transaction.

If you are exercising a statutory withdrawal right, state clearly that you wish to withdraw and identify your membership, purchase date and account email. You may contact ariaflightadmin@gmail.com; no special wording is required. Ordinary cancellation of future renewals and statutory withdrawal are different requests. Claiming indicators is not, by itself, treated by this policy as proof of a valid waiver of any withdrawal right. Any legally required refund and deadline take precedence over the no-discretionary-refund policy.