

TC888 Withdrawal and Refund Policy

Version 17 October 2026

1 Statutory withdrawal information

The following information concerns consumer distance contracts for services and digital content supplied without a physical medium. Any additional mandatory withdrawal right, including an applicable right under the Fernunterrichtsschutzgesetz, remains unaffected.

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period expires fourteen days from the day of conclusion of the contract.

To exercise the right of withdrawal, inform TC888 GmbH, Reitmorstr. 2, 80538 München, Germany, email tc@tc888.de, telephone +49 179 6961190, of your decision by an unequivocal statement, for example a letter sent by post or email. You may use the model withdrawal form below, but it is not obligatory. To meet the withdrawal deadline, it is sufficient to send your communication before the withdrawal period expires. An order number helps identify your contract but is not a condition for a valid unequivocal withdrawal. You do not have to open a Whop dispute or obtain discretionary approval.

2 Consequences of withdrawal

If you withdraw, we will reimburse payments received under the contract, including any applicable standard delivery charges, without undue delay and no later than fourteen days from the day we are informed of your decision. We use the same means of payment as for the original transaction unless you expressly agree otherwise, and you will not incur reimbursement fees.

For a service contract, if you expressly requested performance to begin during the withdrawal period, a proportionate amount for services supplied before your withdrawal may be payable only where all statutory conditions for that payment are met. No charge is imposed merely because you viewed or downloaded digital course material. More favourable commercial refund promises below remain available.

3 Early supply and withdrawal rights

Accessing content, activating an indicator or beginning a session does not by itself extinguish a statutory withdrawal right.

For paid digital content supplied without a physical medium, early expiry requires the statutory conditions, including express consent to supply before the withdrawal period ends, acknowledgement that the right is lost through commencement, actual commencement and the required contract confirmation.

For paid services, early commencement alone does not end the right. Complete performance and the applicable prior consent, acknowledgement and other statutory conditions are required. A continuing subscription is not necessarily fully performed merely because access begins. Different components of a bundle must receive their legally appropriate treatment. Any mandatory special rules take priority.

4 Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

To: TC888 GmbH, Reitmorstr. 2, 80538 München, Germany; tc@tc888.de.

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the supply of the following goods (*) / provision of the following service (*):

Description: _____

Ordered on (*) / received on (*): _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s), only if notified on paper: _____

Date: _____

(*) Delete as appropriate.

5 Additional commercial refund promises

The following promises supplement statutory withdrawal, defect and termination rights. They apply when validly incorporated into the relevant purchase. They do not retrospectively remove an earlier policy or a more favourable individual promise. Refunds of initial purchases and cancellation of future renewal are different matters.

Premium: for an initial Premium purchase covered by this promise, you may request a full refund within fourteen days of purchase by emailing tc@tc888.de. No reason is required. Accessing lessons or downloading included Playbook templates does not disqualify you. This voluntary promise does not apply to renewal payments.

Platinum: for an initial Platinum purchase covered by this promise, you may request a full refund within fourteen days of purchase, without a reason, including after attending sessions or viewing recordings. Email tc@tc888.de. This voluntary promise does not apply to renewal payments.

On a Premium refund, course access and any linked included PRO benefit end, even if the two-month benefit has not finished; any unused activation entitlement supplied by that purchase also ends. On a Platinum refund, access supplied by that purchase ends, including bundled Premium, PRO and replays. Separately purchased subscriptions are unaffected.

You may retain and use your own notes, trading records and completed personal Playbook, including TC888 template elements incorporated into it. You do not need to extract your entries from the mixed document. This does not allow sharing or resale of TC888 material. Permission to use separate TC888 lesson files, guides and unused templates supplied by the refunded purchase ends, and those separate copies should be deleted, subject to mandatory rights.

Ordinary expiry after a paid subscription period is different: the continuing personal-use rights in downloaded Playbook resources described in the EULA remain available.

6 Mentoring and session cancellation

Mentoring retains the session-cancellation and refund policy agreed for that purchase and all statutory rights. The unconditional Premium/Platinum package-level money-back promise is not automatically extended to mentoring.

With at least twenty-four hours' notice, a booked session may be cancelled or rescheduled without penalty. Existing refund promises for eligible coaching cancellations remain protected. With shorter notice given before the session starts, one courtesy reschedule is available per mentoring engagement; further late cancellations normally count against the allowance. A no-show without advance notice normally counts against the allowance without replacement. If TC cancels, a replacement is provided without an additional deduction. Genuine emergencies may receive discretionary exceptions.

These rules remain subject to mandatory law, including any required allowance for saved costs, replacement bookings and proof of lower or absent loss. They do not retrospectively remove the refund promise for eligible coaching cancellations at least twenty-four hours ahead. A completed session does not automatically extinguish withdrawal rights for the entire mentoring package.

One unused session may be taken within seven days after its billing period ends, including the final paid period after cancellation. It uses the earlier allowance, cannot accumulate and cannot roll forward again. Delays caused by TC preserve the replacement entitlement beyond that buffer. The buffer covers only the personal session, not bundled access or TraderOS support.

7 PRO and other products

Standalone PRO continues under the trial, billing, renewal and cancellation conditions disclosed for its plan. For indicator purchases covered by the existing commercial policy, a commercial refund may be requested within fourteen days where the indicator has not been activated or used; the commercial policy excludes that refund after activation or use. Statutory rights remain unaffected, and activation alone does not extinguish them.

Where the purchased Premium plan includes two months of PRO, the full benefit runs from activation through the existing route. No new calendar activation deadline is imposed on unused purchased entitlements. Expiry and any subsequent renewal follow the disclosed activation-plan terms.

No payment is charged for free Foundation or Starter Kit resources, so there is no purchase payment to refund. The Premium promise above covers included Playbook templates despite download. Any separate Playbook purchase remains governed by the commercial policy validly agreed for that product; the historic exclusion after download or access does not determine statutory rights.

8 Refund handling cancellation and earlier purchases

Send withdrawal, cancellation or refund correspondence to tc@tc888.de, with sufficient information to identify the relevant contract. Whop may provide an additional case or refund route. Statutory withdrawal does not depend on opening a platform case or our discretionary acceptance. Goodwill requests outside statutory rights and agreed promises are considered case by case.

Commercial refunds are processed without undue delay through the original payment method unless otherwise agreed. The existing processing estimate is seven to ten business days; it cannot extend a statutory repayment deadline. No additional refund fee or compulsory explanation is imposed.

Ordinary subscription cancellation stops future renewal in accordance with the validly agreed term and mandatory law. Already paid access normally continues through the paid period. Deleting an account or ceasing use does not itself cancel a subscription. The email contact route supplements the electronic cancellation and withdrawal functions required by applicable law. This policy does not itself implement those functions.

Earlier purchases retain their applicable original refund policy, including more favourable individual promises. No newly invented usage threshold applies retrospectively. This edition does not amend an existing contract merely through publication or continued use.