

Return & Refund Policy

Last Updated: February 2026

1. Digital Goods

Cryptohub provides access to digital content and community services. Due to the nature of digital goods, all sales are final once access to the Service has been granted.

2. No General Refund Policy

Cryptohub does not offer refunds for:

- Change of mind after purchase
- Failure to use the Service during the subscription period
- Failure to cancel before the next billing cycle
- Dissatisfaction with trading results or market conditions
- Inability to access the Service due to user-side technical issues
- Account suspension or termination due to violation of Terms of Service

3. Exceptions

Refunds may be considered at our sole discretion in the following limited circumstances:

- Duplicate or accidental charges (must be reported within 48 hours)
- Technical failure on our end preventing access to the Service for an extended period (more than 7 consecutive days)

To request a refund under these exceptions, contact admin@cryptohub.gg with your transaction details and a description of the issue.

4. Subscription Management

You are solely responsible for managing your subscription:

- Cancel at any time through your Whop account or payment platform
- Cancellation takes effect at the end of the current billing period
- No partial refunds are issued for unused portions of a billing period
- Failure to cancel before renewal is not grounds for a refund

5. Chargebacks

If a chargeback is initiated against a Cryptohub payment, your access will be immediately and permanently revoked. Cryptohub reserves the right to pursue recovery of any amounts owed, plus all associated fees and costs incurred as a result of the chargeback.

We encourage you to contact us directly to resolve any billing concerns before initiating a chargeback with your bank or payment provider.

6. Free Trials and Promotions

If you received access through a free trial or promotional offer:

- You are responsible for canceling before the trial period ends to avoid charges
- Charges incurred after a trial period are subject to this refund policy
- Promotional discounts do not change the terms of this policy

7. Governing Law & Legal Entity

This Return & Refund Policy is governed by the laws of Norway. Cryptohub is owned and operated by a company registered in Norway.

8. Contact

- Discord: Open a ticket inside the Discord
- Email: admin@cryptohub.gg