

No Refund Policy

Official Alertsify Policy for Subscriptions, Execution Fees, and Paid Add-Ons

Company: Alertsify LLC

Version: v2.0

Effective Date: 2026-03-17

Support: support@alertsify.com

Plain-English Summary (Non-Binding): Except where required by law or expressly stated in a written agreement signed by Alertsify, all payments are final and non-refundable. This includes the Lite monthly subscription, the PRO Founders monthly subscription, and the one-time PRO Founders Setup Fee of \$1,997. The Founders Setup Fee is a one-time, non-refundable charge that locks the \$99/month PRO rate for the life of your continuously active PRO Founders account — it is not a lifetime subscription, prepaid subscription, or replacement for the recurring monthly charge. Alertsify is a digital service — once your account is activated, the service has been delivered. By completing your purchase, you confirm you are the authorized cardholder and will not file an "unauthorized transaction" claim for a purchase you actually made. You are responsible for managing your subscription and cancelling before renewal. Cancelling, lapsing, downgrading, or being terminated forfeits the Founders rate-lock. Alertsify may terminate your account at any time, for any reason, in its sole discretion — termination does not entitle you to a refund, including of the Founders Setup Fee. Alertsify is a self-directed software and automation tool and does not guarantee trading profits or performance.

This document is intended to be clear and enforceable. It does not replace professional legal advice.

1. Scope and Acceptance

This No Refund Policy (the "Policy") applies to all purchases of subscriptions, the PRO Founders Setup Fee, and any other paid products or services offered by Alertsify LLC ("Alertsify," "we," "us," or "our"), including purchases made through third-party platforms or payment processors (collectively, the "Services"). By purchasing, accessing, or using any paid Services, you acknowledge that you have read, understood, and agree to this Policy. If you do not agree with this Policy, do not purchase or use paid Services.

This Policy is incorporated by reference into the Alertsify Terms of Service. In the event of a conflict, the Terms of Service govern.

2. Definitions

Fees means all amounts paid for access to the Services, including subscription charges, one-time setup or activation fees (including the PRO Founders Setup Fee), add-ons, upgrades, access passes, and Lead Trader subscription fees.

Subscription means a recurring plan that renews automatically unless cancelled before the renewal date. Current subscription plans are FREE (\$0/month, view-only), Lite (\$99/month), and PRO Founders (\$99/month, preceded by a one-time Founders Setup Fee — see Founders Setup Fee below).

Founders Setup Fee means the one-time, non-refundable \$1,997.00 charge billed at signup that activates a PRO Founders account and locks the user's \$99/month PRO subscription rate for the life of their continuously active PRO Founders account. The Founders Setup Fee is separate from and in addition to the recurring monthly PRO subscription. It is not a lifetime fee, prepaid subscription, or "one-and-done" payment, and it does not entitle the buyer to any future month of service beyond ordinary monthly access (which is provided through the separate \$99/month recurring subscription). The rate-lock benefit is forfeited upon cancellation, lapse, downgrade, or termination of the PRO Founders subscription, as further described in Sections 6 and 16 of the

Terms of Service.

Third-Party Services means broker connections, data providers, payment processors, app stores, or other third parties integrated with Alertsify.

3. All Sales Are Final

Except where prohibited by applicable law or expressly stated otherwise in a written agreement signed by Alertsify, all payments are final, non-refundable, and non-transferable. Alertsify does not provide refunds, credits, or pro-rated partial refunds for any reason other than where required by law. This includes, without limitation: the Lite monthly subscription (\$99/month); the PRO Founders monthly subscription (\$99/month); the one-time PRO Founders Setup Fee (\$1,997); Lead Trader subscription fees; and any promotional, discounted, or trial pricing that converts to a paid plan.

4. Reasons That Do Not Qualify for Refunds

The following are common reasons that are explicitly not valid grounds for refunds, credits, or charge reversals. Where indicated, the cited Terms of Service section provides additional detail.

4.1 Subscription Management Reasons

- "I forgot to cancel." (See ToS Section 7.)
- "I didn't realize it would renew."
- "I didn't see the email/Discord notice about renewal."
- "I haven't logged in" or "I barely/never used it."
- "I was traveling/busy/had personal issues."
- "My card/Apple/PayPal auto-updated and I didn't know it would still bill."
- "I only meant to try the Lite trial for a week" or "I forgot to cancel before day 8."
- "I changed my mind" or "My schedule changed and I can't trade."

4.2 Trading Outcome Reasons

- "The trader I followed performed poorly" or "I lost money trading." (See ToS Section 10.)
- "The alerts were too fast/slow/not what I expected."
- "I thought results were guaranteed" or "I thought this was financial advice."

4.3 "Item Not Received" / Digital Delivery Reasons

Alertsify is a digital service. Delivery occurred when your account was activated and access was granted. The "item" purchased is access to the Alertsify platform, automation features, alerts, leaderboards, and signal connectivity — not trade outcomes or profits. (See ToS Section 3.1.) The following are not valid refund reasons:

- "I never received the product." (You did — access was granted.)
- "I didn't get what I paid for." (You did — platform access was delivered.)
- "The service was never delivered." (Delivery occurs upon account activation.)

4.4 Authorization and Cardholder Reasons

By completing a purchase, you confirmed you were the authorized cardholder. (See ToS Section 6.1.) The following are not valid refund or chargeback reasons:

- "I didn't authorize this charge" — when in fact you did make the purchase, started a trial, or maintained a recurring subscription.

- "This wasn't me" — when a family member, household member, employee, or other person you knowingly gave access to your payment method, device, or accounts made the purchase. That is a matter between you and that individual.
- "The charge says Whop, not Alertsify" — Alertsify uses payment processors and storefronts (including Whop) to bill subscriptions; the descriptor on your statement may reflect the processor or storefront.

Note: Filing a false unauthorized-transaction claim for a purchase you knowingly made — whether for the recurring monthly subscription or for the one-time PRO Founders Setup Fee — may result in immediate account termination, automatic forfeiture of all referral and affiliate commissions, forfeiture of any Founders rate-lock benefit, and may constitute payment fraud.

4.5 "Not As Described" Reasons

The Alertsify Services are described as a software/automation platform and signal-distribution tool — not as a guaranteed-profit system, financial advisory service, or managed account. (See ToS Section 9.2.) The following are not valid refund reasons:

- "This isn't what I expected" based on trade outcomes or profitability.
- "The product is broken" because of trading losses or losing streaks.
- "This isn't financial advice" — correct, it never was, and that is disclosed throughout.

4.6 "I Didn't Read the Terms" Reasons

- "I didn't read the Terms or this Policy."
- "I didn't know about the PRO Founders Setup Fee / Lead Trader fees / monthly recurring billing."
- "I didn't understand what I was buying."

4.7 PRO Founders Setup Fee Reasons

The \$1,997 PRO Founders Setup Fee is a one-time, non-refundable charge billed at signup that activates a PRO Founders account and locks the \$99/month PRO subscription rate for the life of the continuously active PRO Founders account. It is separate from and in addition to the \$99/month recurring PRO subscription. Both charges are disclosed at the time of purchase. The following are not valid grounds for refund or chargeback:

- "I thought the \$1,997 was a lifetime fee" — The \$1,997 is a Founders Setup Fee that purchases (i) PRO Founders activation and (ii) a rate-lock benefit on the \$99/month subscription. It is not a lifetime subscription. The \$99/month recurring subscription continues separately and recurs each month for as long as you remain on PRO Founders. (See ToS Section 6.)
- "I didn't realize there would be a monthly charge on top of the \$1,997" — Both the Founders Setup Fee and the recurring monthly subscription are disclosed at the time of purchase, will appear as separate line items on your billing statement, and were authorized by you when you completed the purchase.
- "I cancelled and want my \$1,997 back" — The Founders Setup Fee is non-refundable. Cancellation stops future monthly charges only; it does not refund the one-time Founders Setup Fee, regardless of how long you remained subscribed. Cancellation also forfeits the Founders rate-lock benefit.
- "I was double-charged" or "There are two charges from Alertsify on my statement" — PRO Founders involves two distinct charges (one-time Founders Setup Fee + recurring monthly subscription), and both are expected and disclosed at purchase. A second line item is not a duplicate charge.
- "The \$99/m is unexpected after I paid \$1,997" — The Founders Setup Fee does not eliminate, offset, prepay, or reduce monthly billing. Both charges were disclosed at purchase. The Founders Setup Fee purchases the rate-lock benefit on the \$99/month subscription, not the subscription itself.

- "Refund my Founders Setup Fee, I'm switching to Lite" — The Founders Setup Fee is tied to PRO Founders activation at signup and is not refundable upon downgrade to Lite or any other plan. Downgrading also forfeits the Founders rate-lock benefit; if you later return to PRO, you will pay the then-current price.
- "Alertsify raised my rate even though I'm a Founder" — The Founders rate-lock applies only to continuously active PRO Founders accounts in good standing. If your account lapsed, was cancelled, was downgraded, or was terminated, the rate-lock was forfeited and any subsequent re-subscription is at the then-current price. (See ToS Sections 6 and 16.)

By paying for access, you accept responsibility for managing your subscription, cancelling before renewal if you do not wish to be billed again, and for your own trading activity and outcomes.

5. Recurring Billing and Cancellation

Subscriptions renew automatically at the end of each billing period unless cancelled before the renewal date. You may cancel at any time through your account settings (where available) or by contacting support. Cancellation takes effect at the end of the then-current billing period and does not entitle you to a refund for Fees already charged, including (without limitation) the one-time PRO Founders Setup Fee. Cancellation of a PRO Founders subscription also forfeits the Founders rate-lock benefit (see ToS Sections 6 and 16).

Important: Depending on the platform you used to purchase or the payment processor handling your subscription (including but not limited to Whop), you may need to cancel both within Alertsify and on the payment processor's interface to fully stop billing. You are responsible for confirming that recurring billing has stopped after submitting a cancellation. If you encounter any issue completing cancellation, contact support@alertsify.com promptly so we can assist.

Your responsibilities:

- Maintain accurate billing and contact information.
- Cancel before renewal if you do not wish to be billed again.
- Review plan details, the PRO Founders Setup Fee structure (if applicable), and renewal cadence before purchase.
- Cancel through the appropriate platform(s) before renewal if you do not wish to be billed again.
- Confirm your cancellation has stopped recurring billing on all relevant platforms and processors.

6. Trading Risk and Performance

Trading and auto-execution involve significant risk, including the potential loss of your entire investment. Alertsify does not guarantee any performance, profits, or results. Losses, underperformance, slippage, delayed fills, or missed trades do not create any right to a refund or credit. Alertsify provides self-directed technology tools for alerting, automation, and tracking. It does not provide individualized financial advice, make suitability determinations, or recommend any trader or strategy. Past performance is not indicative of future results.

7. Software Bugs, Platform Issues, Technical Failures, and Third-Party Outages

Alertsify uses commercially reasonable efforts to maintain stable and secure Services. However, the Services are software-based technology tools that may contain bugs, errors, defects, or vulnerabilities. Temporary or extended downtime, maintenance, outages, internet/device issues, broker or data provider interruptions, payment processor issues, software bugs, glitches, incorrect order execution, failed order transmission, duplicate orders, orphaned positions, stale data, and market-driven execution differences may occur. None of these events qualify for refunds, credits, or compensation under this Policy, except where required by law.

If you encounter a technical problem, Alertsify's obligation is to work to resolve the issue in a commercially reasonable manner, not to refund trading losses, subscription fees, or the PRO Founders Setup Fee. Alertsify is not responsible for any trading losses, missed opportunities, margin calls, account liquidations, or any other financial consequences resulting from software bugs, technical issues, outages, or any other Service interruption.

You are responsible for monitoring and managing your brokerage account at all times through your Broker's own tools and interfaces, independent of Alertsify. You must not rely exclusively on Alertsify to manage, monitor, or close your positions. If Alertsify experiences any issue that prevents normal operation, you are responsible for managing your positions directly through your Broker. Failure to independently monitor your account does not create any right to a refund or claim against Alertsify.

8. Termination by Alertsify and Refunds

Alertsify may suspend or terminate your account at any time, for any reason or for no reason, with or without notice, in its sole and absolute discretion, including (without limitation) for violations of the Terms of Service, community-channel misconduct, persistent disruption, hostile or abusive conduct toward staff, Lead Traders, moderators, or other users, sustained negative or inflammatory posting that interferes with the ordinary operation of the community, fraud, multi-account abuse, or any other reason described in Section 22 of the Terms of Service.

Termination does not entitle you to any refund of previously charged Fees, any pro-rated reimbursement, any credit, or any compensation. All Fees — including the one-time PRO Founders Setup Fee — remain final and non-refundable upon termination, regardless of unused subscription time or unused features. Termination of a PRO Founders subscription also forfeits the Founders rate-lock benefit described in Sections 6 and 16 of the Terms of Service. All referral and affiliate commissions, promotional credits, and competition winnings are forfeited per Section 14 of the Terms of Service.

9. Chargebacks, Payment Disputes, and Referral Commission Forfeiture

If you believe a charge is incorrect, you agree to contact Alertsify first so we can investigate and attempt to resolve the issue. You agree not to initiate chargebacks for properly authorized charges or for dissatisfaction with results, failure to cancel, or reasons listed in Section 4.

Unwarranted chargebacks or payment disputes may result in: immediate suspension or termination of access to the Services; loss of access to paid features, content, or communities; collection efforts for amounts owed, plus reasonable costs where permitted by law; and permanent forfeiture of any and all referral or affiliate commissions associated with your account.

Automatic Commission Forfeiture: If you initiate a chargeback, payment dispute, or similar claim against Alertsify through your bank, credit card company, payment processor, app store, or any third party, all referral and affiliate commissions associated with your account — whether earned, accrued, pending, or previously paid — are automatically and permanently voided, regardless of the outcome or resolution of the dispute. This forfeiture applies even if the dispute is ultimately resolved in your favor, reversed, or withdrawn. Alertsify is under no obligation to reinstate forfeited commissions under any circumstances. All decisions regarding commission forfeiture, suspension, and reinstatement are made at Alertsify's sole and absolute discretion and are final and binding.

Alertsify reserves the right to dispute chargebacks and provide documentation of authorization, usage, and policy acceptance to payment processors.

10. Legal Rights and Required Exceptions

Nothing in this Policy is intended to limit any non-waivable consumer rights you may have under applicable law. Where the laws of your jurisdiction require refunds, cancellation rights, or additional protections, Alertsify will comply with the minimum requirements of those laws.

11. Changes to This Policy

Alertsify may update this Policy from time to time. Updates will be effective upon posting within the product, on an official Alertsify channel, or on the page where this Policy is made available. Continued use of paid Services after an update constitutes acceptance of the updated Policy.

12. Contact

For questions about this Policy, contact Alertsify LLC at support@alertsify.com.