

Return & Refund Policy

Effective Date: 2024

1. Digital Subscription Product

PeloSwing memberships (Discord access, trade alerts, X subscription content, and PeloDen documents) are digital subscription products delivered immediately upon purchase. Because access, content, and alerts are made available in real time, all sales are generally final.

2. General Policy: No Refunds

As a general rule, PeloSwing does not offer refunds for subscription charges, whether monthly or annual, including for partial billing periods, unused time, or dissatisfaction with trade performance. Trading involves risk, and no outcome — individual alert result or otherwise — entitles a member to a refund.

3. Case-by-Case Discretion

Notwithstanding Section 2, PeloSwing may, at its sole discretion, evaluate refund requests on a case-by-case basis — for example, in situations involving a clear billing error, a duplicate charge, or extenuating circumstances. Submitting a request does not guarantee a refund will be granted, and any refund issued under this section does not create a precedent or obligation for future requests.

To request consideration, contact peloswingllc@gmail.com with your account email, the date of the charge, and the reason for your request.

4. Cancellations

You may cancel your subscription at any time through your Whop account settings. Cancellation stops future recurring billing but does not retroactively refund prior charges. You will retain access to the Services through the end of your current paid billing period.

5. Chargebacks

Initiating a chargeback or payment dispute instead of contacting us directly may result in immediate termination of your access and may affect your eligibility to rejoin the community in the future.

6. Free Trials

If a free trial is offered, you will be automatically converted to a paid subscription and billed at the end of the trial period unless you cancel before the trial ends. Trial terms (length, eligibility) are as stated at the time of signup.

7. Merchandise

Physical merchandise purchases (e.g., apparel, stickers, accessories) sold through our merch store are subject to a separate return policy provided at checkout, which governs returns, exchanges, and defective items for physical goods.

8. Contact

For billing questions or refund requests, contact peloswingllc@gmail.com or reach out through our Discord support channel.