

# Return Policy — SPECTRA

SentioEdge | info@sentioedge.com | Czech Republic | Effective: July 6, 2026

## 1. All Sales Final

SPECTRA is a digital product delivered immediately after purchase. For this reason, all sales are final and all payments — including Monthly and Annual subscription payments, subscription renewals, and the Lifetime plan — are non-refundable, except where expressly stated in Section 4 of this policy or where a refund is required by mandatory applicable law.

By completing your purchase, you acknowledge and agree that you are not entitled to a refund based on: a change of mind; dissatisfaction with the product or its signals; trading losses or unsatisfactory trading results; unused subscription time; failure to use, configure, or understand the product; incompatibility with your personal expectations, strategy, market, or timeframe; or termination of your access due to a violation of the Terms of Service.

## 2. Immediate Delivery and EU/EEA Right of Withdrawal

Access to SPECTRA is granted immediately upon purchase via TradingView's Invite-Only Scripts feature. If you are a consumer in the European Union or European Economic Area, by completing checkout you expressly request and consent to the immediate supply of this digital content before the end of the statutory 14-day withdrawal period, and you acknowledge that you thereby lose your statutory right of withdrawal in accordance with Directive 2011/83/EU and applicable national law.

## 3. Subscriptions and Renewals

Monthly and Annual plans renew automatically and each renewal charge is subject to this policy in the same way as the initial purchase. You are responsible for cancelling your subscription before the renewal date if you do not wish to be charged again. Refunds are not provided for renewal charges resulting from a failure to cancel on time.

## 4. Exceptions — At Our Sole Discretion

In exceptional circumstances, SentioEdge may, at its sole and absolute discretion, issue a partial or full refund. Such circumstances are limited to: (a) a verified duplicate charge or clear billing error; or (b) a verified complete inability to access SPECTRA caused solely by SentioEdge, which we fail to resolve within a reasonable time despite your cooperation.

To request an exception, contact us at info@sentioedge.com within 7 days of the charge with your order details and a clear description of the issue. Submitting a request does not guarantee a refund, and a decision by SentioEdge to issue a refund in one case does not create any obligation to do so in any other case. This Section does not limit any statutory rights regarding defective digital content that cannot be excluded under mandatory applicable law.

## 5. Cancellation

You may cancel your Monthly or Annual subscription at any time through your Whop dashboard. Cancellation stops all future billing but does not entitle you to a refund for the current billing period. You will retain full access to SPECTRA until the end of the period you have already paid for.

## **6. Chargebacks**

If you believe a charge is incorrect, contact us at [info@sentioedge.com](mailto:info@sentioedge.com) before opening a chargeback or payment dispute — genuine billing errors are resolved quickly. Chargebacks initiated without prior contact, or for transactions made in accordance with the Terms of Service, are treated as a breach of the Terms of Service and result in immediate and permanent revocation of access to SPECTRA and the SentioEdge community. SentioEdge will contest such disputes with full transaction, delivery, and access records.

## **7. Statutory Rights**

Nothing in this Return Policy excludes, restricts, or modifies any consumer right or remedy that cannot be excluded, restricted, or modified under the mandatory laws applicable to you.

## **8. Contact**

For any questions regarding this Return Policy, please contact us at [info@sentioedge.com](mailto:info@sentioedge.com). We aim to respond within 24 hours.