

LEGAL CENTER

Terms, Policies & Disclosures

Primus by Vaneguard

Operated by Vaneguard

Independent Software Provider

Effective date: July 2026

Version 2.0

SECTION 1

Introduction & Agreement

These Terms, Policies & Disclosures ("Terms") set out the complete agreement between you and Primus by Vaneguard. Please read them fully before purchasing or using any product. Continuing to a purchase means you accept everything set out in this document.

These Terms govern your access to and use of all products, software, and services offered by Primus by Vaneguard ("Primus", "Vaneguard", "we", "us", "our"), including all automated trading bots, expert advisors, indicators, dashboards, and related digital tools (collectively, "the Products"). Primus by Vaneguard is operated by Vaneguard as an independent software provider.

By purchasing, downloading, installing, configuring, activating, or otherwise using any Product, you confirm that you have read, understood, and agreed to be bound by these Terms in full. If you do not agree with any part of these Terms, you should not purchase or use the Products.

Who May Purchase

You confirm that you are of legal age to enter a binding agreement in your jurisdiction, that you have the legal capacity to accept these Terms, and that your use of automated trading software is permitted under the laws and regulations that apply to you. You are solely responsible for ensuring that your use of the Products complies with the rules of your broker and the laws of your country or region.

Nature of the Provider

Primus by Vaneguard is an independent software provider. References throughout our website, communications, and materials to "we", "our team", "our engineers", "support", or similar terms describe the operational and support functions of Primus by Vaneguard, and should not be interpreted as a representation of any specific corporate structure, headcount, or legal entity type unless expressly stated in writing. Where a support or operational identity name is used (for example, a named support representative), it represents the Primus support function and is used for consistency and continuity of service.

SECTION 2

The Products, License & Access

What You Receive

Upon completed purchase, you receive access to the specific Product package you selected, which may include automated trading software (for MetaTrader 4, MetaTrader 5, or other specified platforms), configuration files, setup guidance, and, where included in your package, ongoing support and updates. The exact contents, features, and inclusions are defined by the package tier purchased and any description provided at the point of sale.

License Grant

Purchase of a Product grants you a non-exclusive, non-transferable, single-instance license to install and operate the purchased software on the account(s) or device(s) specified at the time of purchase, for your own personal or business trading activity. You may create one backup copy of any provided files for archival purposes only. All rights not expressly granted to you are reserved by Primus by Vaneguard.

License Restrictions

- You may not copy, distribute, sublicense, resell, lease, rent, lend, or transfer the software to any third party except under a separate written commercial agreement with Primus by Vaneguard.
- You may not share, upload, or leak any software, source files, compiled files, license keys, or derivative works to any website, forum, marketplace, Telegram group, Discord server, or any file-sharing platform.
- You may not reverse-engineer, decompile, disassemble, or attempt to extract, derive, or reconstruct source code, algorithms, or proprietary logic from any Product.
- You may not operate the software on accounts beyond those licensed at purchase without acquiring additional licenses.
- You may not use any Product on behalf of third-party clients, investors, or managed accounts (including PAMM, MAM, copy-trading, or signal services) without a separate written commercial agreement.
- You may not use any Product as the basis for creating, training, or selling a competing or derivative automated trading product.
- You may not remove, alter, or obscure any copyright, trademark, attribution, or proprietary notice contained in the Products or documentation.
- You may not use the Primus or Vaneguard name, logo, or brand identifiers in any marketing, resale, or promotional material without prior written permission.

Delivery

All Products are delivered digitally. Access, download links, files, or credentials are typically provided promptly following confirmed payment and, where applicable, completion of any required setup or onboarding steps. Delivery timeframes are estimates and may vary depending on the package purchased and the completion of any information required from you. It is your responsibility to provide accurate contact and account details so that delivery can be completed.

SECTION 3

Your Responsibilities & Acceptable Use

Automated trading software operates within an environment that is largely under your control. Because of this, you accept responsibility for the setup, maintenance, and operation of your own trading environment, and you agree to use the Products only in lawful and permitted ways.

Account & Environment Responsibility

You are solely responsible for your own MetaTrader (MT4/MT5) or other platform account, your choice of broker, your account configuration, your VPS or VPN setup where applicable, your API credentials, your internet connectivity, and the security of your passwords and login details. You are responsible for correctly installing, configuring, and running the software in line with any guidance provided, and for monitoring your account on an ongoing basis. Primus by Vaneguard does not store sensitive credentials such as broker passwords or API keys, and you should never share such credentials with any unauthorized party.

Acceptable Use

You agree that you will not, in connection with any Product, engage in any of the following: sharing or redistributing licenses or software; reselling or sublicensing without written permission; reverse-engineering, cracking, or tampering with the software; engaging in piracy or facilitating piracy; using the Products for any fraudulent, unlawful, or abusive purpose; abusing, threatening, or misusing our support services or personnel; or attempting to disrupt, damage, or gain unauthorized access to our systems, communications, or other users. Breach of any of these provisions may result in immediate termination of your license without refund, in addition to any other remedies available to us.

Compliance With Local Law

You are responsible for ensuring that automated or algorithmic trading, and your use of the Products generally, is lawful in your jurisdiction and permitted by your broker. Where a VPN or specific network configuration is required for the software to function in your region, arranging and maintaining that configuration is your responsibility. Primus by Vaneguard accepts no responsibility for your compliance, or non-compliance, with laws, regulations, or broker terms that apply to you.

SECTION 4

Payments, Fees & Refunds

Pricing & Payment

Products are offered as one-time purchases at the prices displayed, unless otherwise stated for a specific package or add-on. Listed prices may include a transparent transaction fee applied at checkout. Payments are processed through third-party payment providers, and by completing a purchase you also agree to any applicable terms of the payment provider used. You are responsible for any taxes, bank charges, currency-conversion costs, or card fees that may apply on your side of the transaction.

Add-Ons

Certain packages include, or offer separately, add-ons such as VPN provisioning, setup services, and lifetime support. These add-ons carry their own conditions as set out below, and are treated as distinct components of your purchase for the purposes of refunds.

Refunds

Because the Products are digital in nature and access cannot be returned or withdrawn once delivered, our refund position is limited and is set out clearly here so there is no ambiguity. Our refund decisions are based on this stated policy, not on individual preference or change of mind.

Refund Policy. A refund may be considered **only** where a Product has not yet been delivered or made accessible to you. Once a Product, its files, access, credentials, or download has been delivered or made available to you, the sale is final and **no refund will be issued under any circumstance**, as delivered digital access cannot be returned or revoked.

The following are **non-refundable at all times**, whether or not the associated Product has been delivered:

- **VPN provisioning** — non-refundable regardless of delivery status.
- **Setup fees** — non-refundable once the setup process has been initiated or scheduled.
- **Lifetime support** — non-refundable regardless of delivery status.

Refunds will not be granted for market-driven losses, dissatisfaction with performance, change of mind, misuse, unauthorized modification, improper configuration, incompatibility caused by broker or platform choices within your control, or failure to follow provided setup guidance.

Refund Review

Where a refund request falls within the narrow pre-delivery window described above, it must be submitted through our official support channel with the relevant purchase details. Eligible refunds, if approved, are processed within a reasonable period to the original payment method where possible. Submitting a request does not by itself entitle you to a refund; eligibility is determined solely against this policy.

Chargebacks

If you have a concern about a purchase, you agree to contact us first so we can attempt to resolve it. Initiating a chargeback or payment dispute without first seeking resolution, particularly in relation to a delivered digital Product that is non-refundable under this policy, is a breach of these Terms. In such cases we reserve the right to terminate your license, revoke access, and present this agreement, your acceptance of it, and evidence of delivery to the payment provider.

SECTION 5

Updates, Support & Service Changes

Updates

We may, at our sole discretion, improve the Products, fix errors, change functionality, or release new versions. We do not guarantee that every future update will be provided free of charge, except where ongoing updates are expressly included in an add-on you have purchased. Clients who have purchased the Setup & Lifetime Support add-on receive ongoing updates and priority support for the lifetime of their license at no additional cost, subject to these Terms.

Support

Support is provided through our official channels, which may include email and messaging platforms, at the discretion of Primus by Vaneguard. We aim to respond promptly to genuine inquiries, but specific response times and availability are not contractually guaranteed unless expressly stated in a support add-on you have purchased. Support is intended to assist with setup, configuration, and reasonable operational questions, and is not a substitute for your own account monitoring or decision-making.

Service Changes

We reserve the right to modify, suspend, or discontinue any Product or service, in whole or in part, with reasonable notice where practical. Where a Product is discontinued, existing license holders will generally retain access to the version they purchased, subject to compatibility with third-party platforms and brokers, which are outside our control.

SECTION 6

Risk Disclaimer

The Products are tools that automate or assist a defined trading methodology. They operate in live financial markets, which are inherently uncertain. This section explains the nature of that risk so that your decision to purchase and use the Products is a fully informed one.

Important Risk Warning

Trading foreign exchange, CFDs, gold, silver, indices, cryptocurrencies, commodities, and other financial instruments involves a substantial risk of loss and is not suitable for every person. You may lose some, all, or more than your invested capital depending on your instrument and leverage. You should only trade with capital you can afford to lose in full.

How Performance Figures Should Be Understood

Any performance figures shown on our website or materials — including any weekly or periodic figures associated with a package — describe historical and observed past results of the software under the conditions in which they were recorded. They are provided for illustration and reference only, to help you understand how a Product has behaved in the past. They are descriptions of past performance and are not a forecast, projection, promise, or assurance of any future result. Actual outcomes vary from person to person and from period to period.

Market & Technical Risk Factors

Many factors outside our control affect trading outcomes, including but not limited to: market volatility and abnormal price movements, broker-side execution delays, slippage, spread widening, requotes, connectivity interruptions, platform or server downtime, news-driven volatility, liquidity shortages, regulatory changes, and VPN or network routing issues in restricted regions. The Products do not remove these risks. They apply a defined methodology within an environment that remains subject to all of them.

Not Financial Advice

Nothing provided by Primus by Vaneguard constitutes financial, investment, legal, or tax advice, or a recommendation to trade any instrument or adopt any particular strategy. The Products are technical software tools. You remain solely responsible for all trading decisions, risk settings, capital allocation, and account monitoring. We strongly recommend testing on a demo account before committing live capital, and consulting an independent, qualified financial adviser where appropriate.

SECTION 7

Performance Expectations & Earnings

Having set out how the Products work, what you are responsible for, and the risks involved, this section makes the position on results explicit. It should be read together with the Risk Disclaimer above, which provides the context for why these statements are necessary and appropriate for any responsible provider of trading software.

Results Vary

Trading results differ from one user to another and from one period to another. Your individual outcome depends on many factors specific to you, including your broker, spreads and commissions, execution quality, account size, chosen risk settings, market conditions during the time you trade, the stability of your trading environment, and how closely you follow provided guidance. Because these factors are individual to you and largely within your control or your broker's, no single result can be presented as typical or expected for every user.

No Guarantee. Primus by Vaneguard makes no guarantee of profit, income, performance, consistency, or return of any kind. Specifically:

- No profits are guaranteed.
- No level of performance is guaranteed.
- No income or earnings are guaranteed.
- No consistency of results is guaranteed.
- Past performance does not guarantee, indicate, or predict future results.

Earnings Disclaimer

Any figures, examples, or track-record information shared by Primus by Vaneguard are illustrative of past or observed results only and must not be taken as a promise or projection of what you will earn. We make no income claims and no profit promises. Your success, if any, depends on factors that are substantially outside our control. You accept that you may not achieve results similar to any figure shown, and that you may experience losses.

SECTION 8

Limitation of Liability

To the fullest extent permitted by law, Primus by Vaneguard shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages arising out of or in connection with the Products or these Terms, including without limitation: trading losses, lost profits, missed opportunities, loss of data, business interruption, broker outages, internet or connectivity failures, VPS or VPN failures, power outages, platform downtime, market volatility, or issues caused by third-party software, services, or brokers.

You acknowledge that these outcomes may arise from factors outside our control, and that you accept the associated risk as a condition of using the Products. To the maximum extent permitted by law, the total aggregate liability of Primus by Vaneguard for any claim arising out of or relating to the Products or these Terms shall not exceed the original purchase price actually paid by you for the specific Product giving rise to the claim.

Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited. Where any limitation in these Terms is found unenforceable, it shall be reduced to the minimum extent necessary and the remainder of these Terms shall continue in effect.

SECTION 9

Intellectual Property

All source code, algorithms, strategy logic, module designs, dashboards, interfaces, documentation, text, graphics, and associated materials relating to the Products remain the exclusive intellectual property of Primus by Vaneguard. Purchase of a license does not transfer any ownership rights to you; it grants only the limited license described in these Terms.

Primus and Vaneguard, together with associated logos, brand names, and identifiers, are proprietary marks of Primus by Vaneguard. Any unauthorized use, reproduction, modification, resale, redistribution, or imitation of these marks, the software, or the documentation is strictly prohibited and may result in termination of your license and further action to protect our rights.

SECTION 10

Privacy Policy

This section explains how Primus by Vaneguard collects, uses, and protects information you provide when interacting with our website, purchasing Products, or contacting our support channels.

Information We Collect

- Contact details you voluntarily provide, such as your name, email address, and messaging username, when making a purchase or reaching out for support.
- Transaction information necessary to process and verify payments, including references or identifiers provided by third-party payment processors.
- Communication records from support conversations, retained to maintain service quality and to help resolve any dispute.

How We Use Your Information

- To process purchases, deliver Products, and provide setup and onboarding support.
- To respond to inquiries and provide customer support.
- To send account-related or product-related communications that you request or that are necessary to your purchase.

Data Security & Sharing

We take reasonable measures to protect your information and do not store sensitive trading credentials such as broker passwords or API keys. We do not sell, rent, or trade your personal information. Information may be disclosed only where required by law, or to protect the rights, property, or safety of Primus by Vaneguard, our clients, or the public. Third-party payment processors handle payment data under their own privacy terms.

Your Choices

You may request that we delete personal information we hold about you by contacting our support channel. Certain transaction records may be retained where necessary for legal, accounting, or dispute-resolution purposes.

SECTION 11

General Terms

Changes to These Terms

We reserve the right to update or modify these Terms at any time. The version in effect at the time of your purchase governs that purchase. Continued use of any Product following an update constitutes acceptance of the revised Terms.

Termination

Your license remains effective until terminated. It terminates automatically upon any breach of these Terms. Upon termination you must cease all use of the Products and permanently delete all copies from all devices. Provisions relating to Intellectual Property, Limitation of Liability, No Warranty, No Guarantee, and Refunds survive termination.

Entire Agreement

These Terms, together with any package description and add-on conditions presented at the point of sale, constitute the entire agreement between you and Primus by Vaneguard regarding the Products, and supersede all prior verbal or written understandings. If any provision is found unenforceable, the remaining provisions continue in full effect.

No Warranty

Except as expressly stated, the Products are provided "as is" and "as available" without warranty of any kind, whether express or implied, including any implied warranties of merchantability, fitness for a particular purpose, or non-infringement. We do not warrant that the Products will be error-free, uninterrupted, or that they will achieve any particular result.

Acknowledgement & Acceptance. By purchasing, downloading, installing, configuring, activating, or otherwise using any Primus by Vaneguard Product, you confirm that you have read and understood these Terms, Policies & Disclosures in full, that you accept the risks described, that you understand no result is guaranteed, and that you agree to the refund position and all other provisions set out above. If you do not agree, do not purchase or use the Products.

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