

RETURN & REFUND POLICY — THE TRADING SHELTER

Operated by LES ENTREPRISES RODGLOBAL INC. / RODGLOBAL ENTERPRISES INC.

1. Summary

The Trading Shelter is a digital membership providing **immediate access** to proprietary educational content, community channels, and optional one-on-one coaching. Because access to digital content is delivered instantly upon purchase, **all sales are final and non-refundable**, except in the specific situation described in Section 3 or where required by applicable law. Please review your purchase carefully — including the membership tier, billing period, and price — before completing checkout on Whop.

2. All Sales Are Final

2.1. We do not offer refunds, credits, or partial refunds for any membership purchase or renewal, including in the following situations:

- You changed your mind after purchase;
- You did not use, or stopped using, the community or its content;
- You forgot to cancel before an automatic renewal;
- You did not achieve the trading or learning results you expected;
- You were removed from the community for violating our Terms of Service or community rules;
- Discord, Whop, or Zoom experienced a temporary outage outside of our control.

2.2. This policy exists because our product is proprietary digital content that cannot be "returned" once accessed. By purchasing, you expressly request and consent to **immediate access** upon payment and — to the extent permitted by applicable law — acknowledge that you thereby **waive any statutory right of withdrawal or "cooling-off" period** applicable to digital content once access has been delivered.

3. The Only Exception: Wrong Membership Tier

3.1. If you mistakenly purchase the **incorrect membership tier**, contact us at support@thetradingshelter.com within **three (3) business days** of the transaction.

3.2. In that case, we will adjust your subscription to the correct tier, with a corresponding charge or credit for the price difference between tiers.

3.3. After this three-business-day window, no tier changes, credits, or refunds will be issued. This exception covers tier-selection mistakes only; it is not a general refund right.

4. Cancelling Your Subscription

4.1. You may cancel your subscription at any time through your **Whop account dashboard**.

4.2. Cancellation takes effect at the **end of your current billing period**. You keep full access until that date.

4.3. Cancellation stops all future charges but does **not** entitle you to a refund of amounts already paid, including the current billing period.

4.4. You are responsible for cancelling before your renewal date if you do not wish to be charged again. Renewal charges are not refundable.

5. One-on-One Coaching Sessions

- 5.1. Coaching session purchases are **final and non-refundable**.
- 5.2. Sessions must be scheduled and used within **ninety (90) days** of purchase, unless otherwise agreed in writing. Unused sessions expire after this period without refund.
- 5.3. You may reschedule a session free of charge with at least **24 hours' notice**.
- 5.4. Missed sessions ("no-shows") and cancellations with less than 24 hours' notice are **forfeited without refund**.
- 5.5. If we must cancel or reschedule a session, we will offer you a replacement session at no additional cost.

6. Chargebacks & Payment Disputes

- 6.1. If you believe there is a problem with a charge, **contact us first** at support@thetradingshelter.com. Most billing issues (duplicate charges, tier mistakes, failed access) can be resolved quickly and directly.
- 6.2. Initiating a chargeback or payment dispute in bad faith — without first contacting us — constitutes a material breach of our Terms of Service and will result in **immediate and permanent termination** of your membership and a ban from the community.
- 6.3. We document all purchases, access logs, and communications, and we actively contest fraudulent chargebacks. We reserve the right to recover costs associated with illegitimate disputes.

7. Billing Errors

If you were charged in error — for example, a duplicate charge or a charge after a confirmed cancellation — contact us at support@thetradingshelter.com with your Whop order details. Verified billing errors will be corrected, and any amount charged in error will be refunded through Whop.

8. Statutory Rights

Nothing in this Policy limits any non-waivable rights you may have under mandatory consumer protection laws applicable to you. Where such laws grant you rights that cannot be excluded, those rights prevail over this Policy to the minimum extent required.

9. How to Contact Us

For tier-change requests (Section 3), billing errors, or any question about this Policy:

LES ENTREPRISES RODGLOBAL INC. / RODGLOBAL ENTERPRISES INC. Email: support@thetradingshelter.com

Please include your Whop order ID and the email address used at checkout so we can locate your purchase quickly.

This Return & Refund Policy forms part of, and should be read together with, The Trading Shelter Terms of Service. By purchasing a membership or coaching session, you acknowledge that you have read and accepted this Policy.