

NTTS — Return / Refund Policy

Last updated: July 23, 2026

This Return/Refund Policy applies to purchases of NTTS subscription access to the NTTS Service (the machine-learning options-alert service delivered via thenetts.com, the NTTS mobile app, and the NTTS Discord community), operated by **Clickvision Inc, doing business as "The NTTS"** ("NTTS," "we," "us," or "our"). It supplements our Terms of Service.

1. What You Are Purchasing

NTTS sells **digital, recurring subscription access** to software, alerts, and content. There is no physical product to return. Access is granted electronically upon successful payment.

2. Payments & Refund Processing

All subscriptions are billed and processed through **Whop** (whop.com), which acts as the merchant of record and payment processor for NTTS. Any refunds that are issued are processed back to your original payment method through Whop. Refund timing after approval depends on Whop and your payment provider.

3. Subscription Plans & the 14-Day Trial

Current plans include Starter (\$49/month), All-Access (\$129/month), and Founding (\$79/month). We also offer a **\$19, 14-day trial** that **automatically converts to an All-Access subscription at \$129/month unless you cancel before the trial period ends**. To avoid being charged the All-Access rate, cancel before your trial ends. **The \$19 trial fee is non-refundable**.

4. Cancellation

You can cancel at any time from your dashboard. **Cancellation stops all future billing**. When you cancel, your access continues through the end of the period you have already paid for, and you are not charged again. Cancellation on its own does **not** generate a refund for the current period unless a refund applies under Section 5.

5. Refund Stance

Because NTTS provides digital subscription access that is delivered and usable immediately, **subscription fees are generally non-refundable once access has been granted**. As a customer-service accommodation, we will review refund requests for:

- **Billing errors or duplicate charges** — contact support@thenetts.com within **7 days** of the charge, and we will investigate and, where a genuine error occurred, arrange a correction or refund through Whop.
- **Accidental renewals** — if you intended to cancel and were charged for a renewal, contact us within **7 days**; we may, at our discretion, refund a recent renewal charge.

The first-month runner guarantee in Section 6 is an additional accommodation. Except as stated in Sections 5 and 6, or where a refund is required by applicable law, fees are non-refundable, including for partial billing periods after cancellation.

6. First-Month Runner Guarantee

We stand behind the alerts. **If no alert in your subscribed channels touches +100% from its alert price during your first month of a paid subscription, that month's subscription fee is refunded or credited**.

- **Eligibility** — applies to your first month of a paid subscription (the \$19 trial fee is not covered).
- **How to claim** — email **support@thenetts.com** within **7 days** of the end of your first month, from the email associated with your account. We review claims manually and, if the guarantee condition is met, issue the refund or credit through Whop.

This guarantee is a satisfaction accommodation, not a prediction or guarantee of trading results; see the risk disclosures in our Terms of Service.

7. How to Request a Refund

Email **support@thenetts.com** with your account email, the approximate date of the charge, and a brief description of the issue (or, for a runner-guarantee claim, a note that no subscribed-channel alert reached +100% in your first month). We aim to respond within a reasonable time. Approved refunds are issued through Whop to your original payment method.

8. Consumer-Law Rights

Nothing in this Policy limits any non-waivable rights you may have under applicable consumer-protection law. Where such law requires a refund or cooling-off period, we will honor it.

9. Chargebacks

If you believe a charge is incorrect, please contact us first at support@thenetts.com so we can resolve it quickly. Initiating a chargeback without contacting us may result in suspension of your access pending review.

10. Changes to This Policy

We may update this Policy from time to time. Material changes will be posted here with a new "Last updated" date and will apply to purchases made after the change.

11. Contact

Clickvision Inc, d/b/a "The NTTS"

NTTS

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