

# No Refund Policy

## Official Alertsify Policy for Subscriptions, Execution Fees, and Paid Add-Ons

Company: Alertsify LLC

Version: v2.0

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Support: support@alertsify.com

**Plain-English Summary (Non-Binding):** Except where required by law or expressly stated in a written agreement signed by Alertsify, all payments are final and non-refundable. This includes monthly and annual subscriptions, the Copy Trading Add-On, and per-trade execution fees. You are responsible for managing your subscription and cancelling before renewal if you do not wish to be billed again. Alertsify is a self-directed software and automation tool and does not guarantee trading profits or performance.

*This Policy is incorporated by reference into Alertsify's Terms of Service. It does not replace professional legal advice.*

## 1. Scope and Acceptance

This No Refund Policy (the "Policy") applies to all purchases of subscriptions, execution fees, and any other paid products or services offered by Alertsify LLC ("Alertsify," "we," "us," or "our"), including purchases made through third-party platforms or payment processors (collectively, the "Services"). By purchasing, accessing, or using any paid Services, you acknowledge that you have read, understood, and agree to this Policy. If you do not agree with this Policy, do not purchase or use paid Services.

## 2. Definitions

**Fees** means all amounts paid for access to the Services, including subscription charges, execution fees, add-ons, upgrades, and access passes.

**Subscription** means a recurring plan (monthly, annual, or otherwise) that renews automatically unless cancelled. Current plans include PRO Monthly (\$99/month), PRO Annual (\$899/year), and Copy Trading Add-On (\$49/month).

**Execution Fees** means the per-trade fees charged on filled Buy-to-Open (BTO) orders. Current rates are \$1.00 per BTO for trades 1-50 in a billing period, \$0.75 for trades 51-200, and \$0.50 for trades 201+. Sell-to-close orders, cancellations, and rejected orders are never charged.

**Third-Party Services** means broker connections, data providers, payment processors, app stores, or other third parties integrated with Alertsify.

## 3. All Sales Are Final

Except where prohibited by applicable law or expressly stated otherwise in a written agreement signed by Alertsify, all payments are final, non-refundable, and non-transferable. Alertsify does not provide refunds, credits, or pro-rated partial refunds for any reason other than where required by law. This includes, without limitation: monthly or annual subscriptions; the Copy Trading Add-On; per-trade execution fees; any promotional, discounted, or trial pricing that converts to a paid plan.

## 4. Reasons That Do Not Qualify for Refunds

The following are common reasons that are explicitly not valid grounds for refunds, credits, or charge reversals:

"I forgot to cancel."

"I didn't realize it would renew."

"I didn't see the email/Discord notice about renewal."

"I haven't logged in" or "I barely/never used it."

"I was traveling/busy/had personal issues."

"My card/Apple/PayPal auto-updated and I didn't know it would still bill."

"I only meant to try it for a month" or "I thought the 7-day trial was the full product."

"I changed my mind" or "My schedule changed and I can't trade."

"The trader I followed performed poorly" or "I lost money trading."

"The alerts were too fast/slow/not what I expected."

"I thought results were guaranteed" or "I thought this was financial advice."

"I didn't read the Terms or this Policy."

"The execution fees were higher than I expected."

By paying for access, you accept responsibility for managing your subscription, cancelling before renewal if you do not wish to be billed again, monitoring your execution fee usage, and for your own trading activity and outcomes.

## 5. Recurring Billing, Execution Fees, and Cancellation

Subscriptions renew automatically at the end of each billing period unless cancelled before the renewal date. You may cancel at any time through your account settings (where available) or by contacting support. Cancellation takes effect at the end of the then-current billing period and does not entitle you to a refund for Fees already charged. Execution fees are calculated based on your trading activity during the billing period and are billed according to the tiered structure disclosed at the time of purchase.

### **Your responsibilities:**

Maintain accurate billing and contact information. Cancel before renewal if you do not wish to be billed again. Review plan details, renewal cadence, and execution fee tiers before purchase. Monitor your execution fee usage via the in-platform cost meter.

## 6. Trading Risk and Performance

Trading and copy trading involve significant risk, including the potential loss of your entire investment. Alertsify does not guarantee any performance, profits, or results. Losses, underperformance, slippage, delayed fills, or missed trades do not create any right to a refund or credit. Alertsify provides self-directed technology tools for alerting, automation, and tracking. It does not provide individualized financial advice, make suitability determinations, or recommend any trader or strategy. Past performance is not indicative of future results.

## 7. Software Bugs, Platform Issues, Technical Failures, and Third-Party Outages

Alertsify uses commercially reasonable efforts to maintain stable and secure Services. However, the Services are software-based technology tools that may contain bugs, errors, defects, or vulnerabilities. Temporary or extended downtime, maintenance, outages, internet/device issues, broker or data provider interruptions, payment processor issues, software bugs, glitches, incorrect order execution, failed order transmission, duplicate orders, orphaned positions, stale data, and market-driven execution differences may occur. None of these events qualify for refunds, credits, or compensation under this Policy, except where required by law.

If you encounter a technical problem, Alertsify's obligation is to work to resolve the issue in a commercially reasonable manner, not to refund trading losses, subscription fees, or execution fees. Alertsify is not responsible for any trading losses, missed opportunities, margin calls, account liquidations, or any other financial consequences resulting from software bugs, technical issues, outages, or any other Service interruption.

**You are responsible for monitoring and managing your brokerage account at all times through your Broker's own tools and interfaces, independent of Alertsify.** You must not rely exclusively on Alertsify to manage, monitor, or close your positions. If Alertsify experiences any issue that prevents normal operation, you are responsible for managing your positions directly through your Broker. Failure to independently monitor your account does not create any right to a refund or claim against Alertsify.

## 8. Chargebacks, Payment Disputes, and Referral Commission Forfeiture

If you believe a charge is incorrect, you agree to contact Alertsify first so we can investigate and attempt to resolve the issue. You agree not to initiate chargebacks for properly authorized charges or for dissatisfaction with results, failure to cancel, or reasons listed in Section 4.

Unwarranted chargebacks or payment disputes may result in: immediate suspension or termination of access to the Services; loss of access to paid features, content, or communities; collection efforts for amounts owed, plus reasonable costs where permitted by law; and permanent forfeiture of any and all referral or affiliate commissions associated with your account.

**Automatic Commission Forfeiture:** If you initiate a chargeback, payment dispute, or similar claim against Alertsify through your bank, credit card company, payment processor, or any third party, all referral and affiliate commissions associated with your account — whether earned, accrued, pending, or previously paid — are automatically and permanently voided, regardless of the outcome or resolution of the dispute. This forfeiture applies even if the dispute is ultimately resolved in your favor, reversed, or withdrawn. Alertsify is under no obligation to reinstate forfeited commissions under any circumstances. All decisions regarding commission forfeiture, suspension, and reinstatement are made at Alertsify's sole and absolute discretion and are final and binding.

Alertsify reserves the right to dispute chargebacks and provide documentation of authorization, usage, and policy acceptance to payment processors.

## 9. Legal Rights and Required Exceptions

Nothing in this Policy is intended to limit any non-waivable consumer rights you may have under applicable law. Where the laws of your jurisdiction require refunds, cancellation rights, or additional protections, Alertsify will comply with the minimum requirements of those laws.

## 10. Changes to This Policy

Alertsify may update this Policy from time to time. Updates will be effective upon posting within the product, on an official Alertsify channel, or on the page where this Policy is made available. Continued use of paid Services after an update constitutes acceptance of the updated Policy.

## 11. Contact

For questions about this Policy, contact Alertsify LLC at [support@alertsify.com](mailto:support@alertsify.com).