

## QUANTRX

### QuantRX — Educational Trading Community Effective Date: March 6, 2026 · Last Updated: March 6, 2026

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QuantRX offers digital products and services delivered instantly upon purchase. This policy governs all refund and cancellation requests. By purchasing, you acknowledge that you have read, understood, and agreed to this policy in full.

#### I. DIGITAL GOODS — NATURE OF PURCHASE

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All QuantRX products are digital in nature and are delivered instantly. This includes:

- Subscription memberships and access to private Discord channels
- TradingView indicator and script access
- Educational content, tools, and materials

Because Digital Goods are delivered instantly and cannot be 'returned,' all sales are final by default. However, QuantRX provides a 7-day review window as described below.

#### II. 7-DAY REVIEW WINDOW

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QuantRX offers a 7-calendar-day review window from the original charge date, subject to all conditions below.

- The refund request is submitted within 7 calendar days of the original charge date.
- The request is submitted via #tickets in the QuantRX Discord — no other channel is accepted.
- Your Whop order confirmation number is included in the ticket.
- No chargeback or payment dispute has been initiated — doing so automatically voids all refund eligibility.
- Your account is in good standing — no Terms violations, bans, warnings, or prohibited conduct.
- TradingView indicator access has NOT been actively used (indicators were not viewed, applied to charts, or downloaded).
- The request is based on a genuine service delivery issue, not personal reasons, trading losses, or a change of mind.

#### III. WHAT VOIDS REFUND ELIGIBILITY

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##### ■ NO REFUND WILL BE ISSUED IF ANY OF THE FOLLOWING APPLY:

- TradingView indicator access was granted and the indicators were viewed or used at any point.
- The refund request is submitted more than 7 calendar days after the charge date.
- A chargeback or payment dispute has been initiated — even if later withdrawn.
- The account has been removed, banned, or suspended for any Terms violation.
- The request is for a renewal charge that was not cancelled at least 24 hours before the renewal date.
- The account has been found sharing credentials, engaging in ban evasion, or violating the EULA.
- The request cites trading losses, market performance, personal reasons, or general dissatisfaction as the sole reason.

- The member consumed significant educational content, signals, or community value during the period.
- The request is for a partial refund for unused time within a billing period.

## IV. CANCELLATION POLICY

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You may cancel your QuantRX subscription at any time through your Whop account dashboard:

- Log in to your Whop account.
- Navigate to your Hub and select the QuantRX membership.
- Click 'Manage' then 'Cancel membership.'
- You will receive a Whop confirmation email — save this as proof of cancellation.

Upon cancellation: You retain access to all Services until the end of your current paid billing period. After that, all access is revoked automatically. No partial refunds are issued for unused days within a billing period.

**■ Cancellations must be completed at least 24 hours before the next renewal date to avoid being charged for the next billing cycle. QuantRX is not responsible for charges incurred due to late cancellation.**

## V. CHARGEBACK & DISPUTE POLICY

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**■ Initiating a chargeback or payment dispute for legitimately delivered Digital Goods is a violation of QuantRX Terms & Conditions and voids all future refund eligibility.**

In the event of a chargeback or dispute, QuantRX will submit the following evidence to the payment processor:

- Whop purchase confirmation with timestamp and order ID
- Discord access logs showing server join, role assignment, and channel activity
- TradingView indicator access grant records with timestamps
- IP address logs confirming active service usage
- Discord message history and ticket records
- Screenshot evidence of I Agree button click and Terms acceptance

QuantRX reserves the right to pursue recovery of chargeback fees, processing fees, and legal costs from members who initiate fraudulent disputes. Members found to have filed fraudulent chargebacks will be permanently banned and reported to Whop.

## VI. REFUND PROCESS

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If you believe you are eligible for a refund under this policy:

- Open a ticket in #tickets in the QuantRX Discord.
- Include your Whop order confirmation number and the reason for your request.
- Do NOT initiate a chargeback while your ticket is open — doing so voids the request immediately.
- QuantRX will review and respond within 5 business days.
- If approved, refunds are processed through Whop and typically appear within 5-10 business days depending on your payment method.
- Refund approval is at the sole discretion of QuantRX based on the conditions above.

## VII. MODIFICATIONS

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QuantRX reserves the right to modify this Refund Policy at any time. Changes are effective immediately upon posting in #rules in the QuantRX Discord. Continued use of the Services after changes constitutes acceptance of the updated Policy.

## VIII. CONTACT

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All refund and cancellation requests must be submitted through #tickets in the QuantRX Discord. No requests will be accepted via personal email or direct message.

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