

TRADRS Refund Policy

Effective Date: 01/27/2025

At TRADRS, we aim to provide high-quality trading tools and educational services to our users. Please review the following Refund Policy, which outlines the terms and conditions for refunds and returns.

1. Digital Products

All purchases of digital products, including trading indicators, strategies, and any downloadable content, are final and non-refundable. Due to the nature of digital goods, we are unable to offer refunds or returns once access has been granted.

No Refunds will be provided for:

- Downloadable/accessed to custom trading indicators or strategies or TRADRS AutoPilot.
- Digital educational content, including video tutorials, live sessions, and recorded webinars.
- Any other downloadable or digital services provided by TRADRS.

Please ensure that you fully understand what is included with the product or service before making a purchase. If you have any questions about a product, please reach out to us prior to purchasing.

2. Live Educational Sessions

All sales of live educational trading sessions are also final. No refunds will be given for:

- Failure to attend live sessions.
- Changing your mind after purchasing.
- Internet connectivity issues or technical difficulties on your end.

3. Subscription-Based Products

If you subscribe to premium membership or other recurring services:

- Cancellations: You can cancel your subscription at any time. Upon cancellation, you will still have access to the subscription service until the end of your current billing period, but you will not receive any refunds for any remaining days or months in that billing cycle.
- No Refunds for Partial Periods: We do not offer prorated refunds for partial use of subscription services.

It is your responsibility to cancel your subscription before the next billing cycle if you do not wish to be charged again.

4. Exceptional Circumstances

In certain rare cases, we may offer refunds or partial refunds at our discretion, including but not limited to:

- Duplicate purchases.
- Technical issues on our side that prevent you from accessing the product or service.

To inquire about a refund under exceptional circumstances, please contact our support team within 3 days of your purchase. Refund requests outside this time frame will not be considered.

5. Contact Information

If you have any questions about this Return Policy or believe you qualify for an exceptional refund, please contact us via discord or via email support@tradr.ai or admin@tradr.ai or open a discord support ticket.