

Refund Policy

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TL;DR: Cancel any time through Whop and you won't be charged again. We don't pro-rate the current month, but if the scanner has been broken for >7 days during your billing period, email us and we'll refund.

Standard policy

FlipDeals VIP is a \$25/month digital subscription. Once a month begins and we've started delivering alerts, that month is non-refundable. To stop future charges, cancel through your Whop account; access continues until the end of the current paid period.

When we will refund

We will issue a partial or full refund (case-by-case) if any of the following happened during your most recent billing period:

- The scanner was broken for more than 7 consecutive days and we did not deliver alerts to #vip-feed
- Your Discord VIP role was not granted within 24 hours of purchase and we couldn't resolve it after you contacted us
- You were double-charged due to a billing error

When we will NOT refund

- You bought VIP, didn't act on any alerts, and now want a refund – the alerts were delivered, that's the product
- You bid on or bought a listing that turned out to be unprofitable in practice – alerts are signals, not guarantees (see [Terms § 2](#))
- You forgot to cancel before the next billing cycle – you can cancel anytime in Whop, no waiting
- The seller wouldn't honor the listed price, or the item was misrepresented – that's a marketplace dispute, not a FlipDeals issue

How to request a refund

Email hello@flipdeal.app with:

- The email or Discord handle on your subscription
- What went wrong (one-paragraph summary)
- Approximate dates of the issue

We respond within 3 business days. Approved refunds are processed by Whop and arrive in 5-10 business days, depending on your card issuer.

Cancellation (always available, no refund needed)

Log into Whop at whop.com → My Subscriptions → FlipDeals → Cancel. You retain access through the end of the current month.

Contact

hello@flipdeal.app or DM @ghostface2k14 in the Discord.
