

Return Policy for MtnSkyAlgo

Effective Date: March 25th, 2026

This document is an agreement between you and CipherTrades L.L.C., a Texas limited liability company, doing business as 'MtnSkyAlgo' (referred to herein as 'the Company,' 'we,' 'us,' 'our,' 'MtnSkyAlgo,' or 'CipherTrades L.L.C.').

At MtnSkyAlgo, we are committed to providing high-quality educational content and services, including our trading course, AI TradingView indicator, all trading indicators, all our tools, all our software, livestream access, and Discord community. Due to the digital nature of our products, we do not accept returns once a purchase has been made. However, we understand that special situations may arise, and we reserve the right to evaluate these on a case-by-case basis.

1. No Return Policy

Due to the instant and digital nature of the services provided (e.g., the course, AI TradingView indicator, livestream access, and Discord community membership), all sales are final. Once your purchase is processed, you will not be eligible for a return or refund.

By completing your purchase and accessing any of the Company's digital environments (including but not limited to Whop, Discord, or the Quantum Flow Scanner indicator), you acknowledge that the digital content has been consumed in full. You further agree that you will not initiate a chargeback or payment dispute with your financial institution for 'services not received' or 'unauthorized purchase' once access has been granted.

2. Exceptions

While we do not generally accept returns, we may consider exceptions depending on the specific circumstances. These exceptions are granted at the sole discretion of MtnSkyAlgo and are typically rare. Some possible exceptions may include:

- **Technical Issues:** If you experience significant technical issues that prevent you from accessing the course, livestream, or Discord community, we will assess the situation and may offer a solution such as access reinstatement or a partial credit for future services. Issues related to the AI TradingView Indicator must be verified as a core functionality failure and not a user setup error.
- **Account or Access Problems:** If there are issues related to your account (e.g., failure to access the course or livestream despite following the provided instructions), we may consider an exception based on the nature of the problem.

- **Unforeseen Personal Circumstances:** In some rare cases, we may offer a partial refund or credit if you encounter personal or unavoidable situations (e.g., emergency or health issues), but this will be evaluated on a case-by-case basis.

3. How to Request an Exception

If you believe your situation qualifies for an exception, you must submit a written request to ciphertrades1@gmail.com or submit a request on the platform where you completed your transaction within 7 days of your purchase. Please include the following information:

- Your order number if available
- A detailed description of the issue you encountered
- Any supporting documentation or screenshots, if applicable

Each request will be reviewed on its own merits, and we will try our best to provide a response within **2-3** business days.

4. Refunds

If an exception is made, MtnSkyAlgo may provide either:

- A **partial or full refund** for the purchase price, or
- **Credit** toward future purchases (such as another course or service).

All refund or credit decisions are at the sole discretion of MtnSkyAlgo, and we are not obligated to grant any refund or credit except as described in this policy.

5. Changes to the Return Policy

MtnSkyAlgo reserves the right to modify or update this Return Policy at any time. Any changes will be reflected on this page with an updated Effective Date. We encourage you to periodically review this policy for any updates.

6. Contact Information

For any issues regarding access, technical support, or to request an exception, please contact us at:

CipherTrades L.L.C.

Email: ciphertrades1@gmail.com

Website: mtnskyalgo.com

Business Address: 5900 Balcones Drive, Ste 100, Austin, TX 78731