



DIGITAL GOODS DELIVERY POLICY

Last Updated: 29/01/2026

Applies to all Quantisca digital products, software, and licenses

1. Introduction

This Digital Goods Delivery Policy (“Policy”) explains how Quantisca (“we”, “us”, “our”) delivers digital products, software, licenses, and related materials (“Quantisca Products”).

By purchasing or using Quantisca Products, you agree to this Policy.

2. Nature of Digital Products

Quantisca Products are digital goods delivered electronically. They do not require physical shipping.

Digital goods include:

- Expert Advisors (EAs)
- indicators
- scripts
- automation tools
- digital downloads
- documentation
- educational materials

- license keys
- platform access

All digital goods are considered delivered once access is provided.

3. Delivery Methods

Quantisca may deliver digital products through:

- direct download links
- user dashboard or portal
- email delivery
- license activation
- account based access
- API or platform integration

The delivery method may vary depending on the product.

4. Delivery Time

Delivery typically occurs:

- immediately after successful payment, or
- within a short automated processing window

In rare cases, delivery may be delayed due to:

- payment verification
- technical issues
- system maintenance
- high server load

Delays do not entitle the user to refunds.

5. License Activation as Delivery

For software requiring activation, delivery is considered complete when:

- a license key is issued,
- the product is activated, or

- access to the platform is granted.

Once activation occurs, the product is fully delivered and non refundable.

6. User Responsibilities

Users are responsible for:

- providing a valid email address
- ensuring access to their inbox
- checking spam/junk folders
- maintaining stable internet connection
- ensuring compatibility with their platform or broker
- correctly installing the software
- securing their account credentials

Quantisca is not responsible for delivery failures caused by user error.

7. Failed Delivery

If you do not receive your product:

- check your email (including spam)
- verify your account dashboard
- confirm payment completion
- ensure correct email was provided

If the issue persists, contact support with:

- order number
- email used for purchase
- screenshot of payment confirmation

Quantisca will assist in restoring access where possible.

8. Duplicate Purchases

If a user accidentally purchases the same product twice:

- Quantisca may assist in resolving the issue

- refunds are considered only if the product was not activated
- Quantisca reserves the right to deny duplicate purchase refunds

9. No Physical Shipping

Quantisca does not ship physical goods. All products are delivered digitally. Any reference to “shipping” or “delivery” refers to electronic delivery only.

10. No Refunds After Delivery

Once a digital product is delivered or activated:

- no refunds
- no cancellations
- no exchanges
- no credits

This is consistent with the Refund Policy.

11. Technical Issues After Delivery

If you experience technical issues after delivery:

- Quantisca will provide support within the scope of the SLA
- issues caused by user configuration, brokers, VPS, or third party services are not grounds for refunds
- Quantisca may provide troubleshooting guidance

Technical issues do not invalidate delivery.

12. Changes to Delivery Methods

Quantisca may update delivery methods at any time, including:

- switching to account based access
- modifying download systems
- updating licensing mechanisms

These changes do not affect previous purchases.

13. Governing Law

This Policy is governed exclusively by the laws of:

[chosen jurisdiction: Estonia / United Kingdom / United Arab Emirates]

All disputes shall be resolved exclusively in the courts of that jurisdiction.

14. Contact

For delivery inquiries, contact: contact@quantisca.com