



# REFUND POLICY

Last Updated: 29/01/2026

Applies to all Quantisca digital products, software, subscriptions, and services

## 1. Introduction

This Refund Policy (“Policy”) explains the conditions under which Quantisca (“we”, “us”, “our”) provides refunds for digital products, software, Expert Advisors (EAs), subscriptions, and related services (“Quantisca Products”).

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

## 2. Digital Products — No Refunds

All Quantisca Products are digital goods delivered electronically.

Because digital products cannot be “returned” in the traditional sense, all sales are final.

Quantisca does not provide refunds for:

- software (including EAs, indicators, scripts)
- digital downloads
- licenses or activations
- updates or upgrades
- educational materials
- documentation or guides

- access to digital platforms

Once a product is delivered or a license is activated, no refunds will be issued under any circumstances.

### 3. Software License Activation

Refunds are not available after:

- license activation
- license key delivery
- account binding
- platform binding
- access to the product has been granted

Activation constitutes full delivery of the product.

### 4. Subscriptions

Subscriptions (if applicable) are non refundable, including:

- monthly subscriptions
- annual subscriptions
- partial subscription periods
- unused time
- early cancellation

You may cancel future renewals at any time, but no refunds will be issued for the current billing period.

### 5. Compatibility Responsibility

Before purchasing, you are responsible for ensuring compatibility with:

- your broker
- your trading platform
- your operating system
- your VPS or hosting environment
- your internet connection

- your device configuration

Quantisca does not provide refunds due to:

- incompatibility
- incorrect configuration
- user error
- broker/platform limitations
- VPS or internet issues

## 6. Performance and Trading Results

Quantisca does not provide refunds based on:

- trading losses
- performance dissatisfaction
- market conditions
- volatility or slippage
- spread or execution differences
- user expectations

Trading involves risk. Results vary based on broker, settings, liquidity, and market conditions.

## 7. Duplicate Purchases

Refunds for duplicate purchases may be considered only if:

- the product was not activated, and
- the duplicate purchase is reported immediately

Quantisca reserves the right to deny such requests.

## 8. Fraud Prevention

Quantisca may refuse refunds in cases of:

- chargeback attempts
- fraudulent activity
- abuse of the refund system

- violation of Terms of Service or EULA

Chargebacks will result in:

- immediate license termination
- permanent account ban
- legal action if necessary

## 9. Exceptional Circumstances

Quantisca may, at its sole discretion, issue a refund in rare cases such as:

- accidental duplicate billing
- technical errors on our side

This is not guaranteed and is evaluated case by case.

## 10. Contact

For refund inquiries, contact: [contact@quantisca.com](mailto:contact@quantisca.com)

Include:

- order number
- email used for purchase
- description of the issue

## 11. Acceptance of This Policy

By purchasing or using Quantisca Products, you acknowledge and agree that:

- all sales are final
- no refunds are provided after delivery
- no refunds are provided after activation
- no refunds are provided for subscriptions
- no refunds are provided for performance related reasons