Return & Refund Policy

BTC Signal Terminal | Final sales, cancellation and required exceptions

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ALL SALES ARE FINAL. NO REFUNDS OR PRORATED CREDITS, EXCEPT WHERE REQUIRED BY APPLICABLE LAW OR CONTROLLING PAYMENT-PLATFORM / PAYMENT-NETWORK RULES. No signal, confidence score, or outcome record guarantees a profit.

1. Who this policy covers

This policy applies to BTC Signal Terminal access sold by DallenTrades. It must be made available clearly before payment, together with the selected plan's price, duration, renewal terms, and any material cancellation condition. The lawful terms accepted for your purchase and nonwaivable rights remain controlling.

2. Digital access, not ownership

You are purchasing a limited personal license to access the hosted terminal and the features expressly included in the selected plan. No physical item is shipped, and there is no physical return process. You do not purchase ownership of the bot, source code, algorithms, models, or trading accounts. A digital service is not necessarily fully delivered merely because you logged in once; our obligations for the access period sold remain in effect.

3. No discretionary refunds

Except for required remedies described here, all sales are final, with no refunds, exchanges, or prorated credits. This includes change of mind, unused access, choosing not to trade, dissatisfaction with a signal, trading losses, expectations of guaranteed results, and failure to cancel a properly disclosed recurring plan before a valid renewal. The bot and related resources are informational tools, not financial advice or a promise of results. You use your own judgment and trade at your own risk. This rule does not validate an unauthorized charge, misleading promise, or legally defective delivery.

4. Plan duration and recurring charges

Standard prices are in US dollars: Day pass, $25 once for 24 hours from purchase with no renewal; Weekly, $40 every seven days until canceled; Monthly, $140 each month until canceled; Annual, $950 at purchase and $950 every year until canceled. The Annual plan is not lifetime access or a one-time payment. Your accepted checkout and receipt control the actual offer and billing dates. Existing purchases are not converted to annual billing without express agreement to new recurring charges. This policy does not shorten an earlier purchase or redefine a previous lifetime promise.

5. Cancellation is separate from a refund

In the Whop account used to pay, open purchases or memberships, select BTC Signal Terminal, choose the cancellation option and complete confirmation. Save the confirmation. Cancel before the next renewal shown on Whop to avoid the next charge. Contact seller support or Whop Help Center if you cannot complete cancellation. Closing the terminal or leaving Discord does not stop billing. Canceling renewal stops future recurring charges. You keep access for the remaining paid period. A valid charge already incurred is not automatically refunded or prorated.

Canceling renewal preserves verified bot and included Discord VIP access through the paid-through date. The day pass expires after 24 hours. You keep your mandatory consumer remedies and payment-dispute rights.

6. Access after cancellation, expiry or a payment reversal

Terminal access and any included Discord VIP access continue through the verified paid-through date when you cancel a weekly, monthly or annual renewal. Those benefits expire at the end of the paid period unless another eligible plan covers you. A day pass lasts 24 hours from purchase and does not renew. A verified Whop refund request, refund or payment dispute revokes access under the affected membership. Asking support a billing question is separate from opening a formal Whop refund request. Removing VIP leaves free server membership and unrelated roles in place, subject to normal moderation. Provider delays can affect when a status change appears. Required refunds and other legal remedies remain available.

7. Required exceptions

We will honor refunds, corrections, or other remedies required by applicable law and controlling Whop or payment-network requirements. These may include a confirmed duplicate, unauthorized, or incorrectly processed charge; required remedies for a product not supplied or materially not as described; valid statutory withdrawal or cancellation rights; and valid payment reversals or cardholder disputes. The facts and applicable rules determine the remedy. A no-refund statement cannot override them.

8. Digital-content withdrawal rights

Consumers in some jurisdictions, including the EU, EEA, or UK, may have statutory withdrawal or other digital-service rights. An exception for immediate digital delivery applies only where its legal conditions, including any required express request and acknowledgment, are satisfied. Merely reading this PDF, signing in, or agreeing to a general no-refund sentence does not automatically establish that exception. The classification of the purchase and applicable law determine the available rights.

9. Access failures and service changes

If a valid payment does not unlock the access you purchased, contact us with your purchase identifier and a brief description. We will investigate and seek to restore the purchased service or provide any required remedy. A temporary outage, delayed feed, or wrong signal does not by itself create a discretionary refund, but persistent non-delivery, a material departure from the sales description, or discontinuation may trigger legal or contractual remedies. We cannot use this policy to keep payment for an obligation we are legally required to remedy.

10. Requests and payment disputes

For a product issue, use DallenTrades seller support on Whop. For a payment-processing issue, use Whop's support route. Provide the Whop account or transaction identifier, purchase date, amount, and reason for the request; do not send card security codes, passwords, or full card numbers. We may review relevant purchase and access records and share necessary information with payment providers for dispute handling. We do not require you to waive a legitimate card dispute, make a false statement, or remove an honest review to receive a legally owed remedy. Any approved payment reversal is processed through the original payment channel when supported; timing depends on the provider.

11. Support

Contact DallenTrades through its seller support chat on Whop, using the account associated with your purchase. You may also contact the DallenTrades owner privately in the official DallenTrades Discord server. If membership chat is unavailable, use Whop's Help Center at https://help.whop.com to locate seller contact information or request help reaching DallenTrades. Do not post personal or payment information in public channels.