

REFUND POLICY

Last Updated: February 17, 2026

1. GENERAL TERMS

At **PairTrading.Pro** ("we," "us"), we strive to provide high-quality software for algorithmic trading. However, due to the digital nature of our product (immediate access to software and license keys) and the irreversible nature of cryptocurrency transactions, this Refund Policy outlines the specific conditions under which a refund may be granted.

By purchasing a subscription, downloading the software, or activating a license key, you agree to this Policy.

1.2. System Requirements

Before purchasing, it is your responsibility to ensure your hardware and operating system meet the Minimum System Requirements listed on our website (e.g., Windows 10/11 64-bit, specific RAM requirements, stable internet connection). Refunds are not granted for incompatibility with unsupported systems.

2. WAIVER OF RIGHT OF WITHDRAWAL (EU/UK CONSUMERS)

PLEASE READ CAREFULLY:

For EU consumers: By clicking "Pay" and accessing the Software, you expressly waive your right of withdrawal under EU Consumer Rights Directive 2011/83/EU.

For UK consumers: You acknowledge that under the Consumer Rights Act 2015 (as amended), the 14-day cancellation period does not apply to digital content once download/streaming has begun with your consent.

3. TIERED MONEY-BACK GUARANTEE

We offer a tiered refund window based on your subscription plan. This guarantee applies to **first-time purchases only**.

3.1. Refund Windows (from payment timestamp):

- **Monthly Plan:** Refundable within **3 DAYS (72 Hours)** of purchase.
- **Quarterly (3-Month) Plan:** Refundable within **7 DAYS** of purchase.
- **Yearly (Annual) Plan:** Refundable within **14 DAYS** of purchase.

3.2. Conditions:

- **First Order Only:** This guarantee applies only to your **first** subscription. Renewals, upgrades, or additional licenses are **non-refundable**.
- **Strict Timeline:** Requests submitted even 1 minute after the specified window will be automatically rejected based on the blockchain timestamp.

4. CRYPTOCURRENCY REFUND SPECIFICS

4.1. Refund Currency (USDT Only)

Regardless of the cryptocurrency used for the original payment (BTC, ETH, LTC, etc.), **all refunds are processed exclusively in USDT (Tether)** on the **TRC-20** (Tron) or **BEP-20** (BNB Chain) network.

- **Peg to USD:** The refund amount will be the **US Dollar equivalent** of the subscription price at the moment of purchase.
- **Exchange Rate Risk:** We are not responsible for changes in the market value of the cryptocurrency you originally used.

4.2. Fees Deduction

- **Network Fees (Gas):** You are responsible for the transaction fees (approx. 1-5 USDT), which will be deducted from the refund amount.
- **Gateway Fees:** Any third-party processing fees incurred during the initial purchase are non-refundable.

4.3. WARNING: DO NOT USE EXCHANGE ADDRESSES

CRITICAL: DO NOT USE EXCHANGE DEPOSIT ADDRESSES

Refunds sent to exchange deposit addresses (e.g., Binance, Bybit, Kraken) are often **PERMANENTLY LOST** because the exchange may not credit them to your specific account. **REQUIREMENT:** You **MUST** provide a valid, personal, non-custodial wallet address (e.g., MetaMask, Trust Wallet, TronLink, Ledger) to receive your refund. We are not liable for lost funds if you provide an incorrect address.

5. NON-REFUNDABLE CIRCUMSTANCES

No refunds will be granted in the following situations:

1. **Trading Losses:** The Software is a tool. We do not guarantee profits. Financial losses incurred while using the software are **NOT** grounds for a refund.
2. **Violation of Terms:** If your account is banned for piracy, cracking, sharing license keys, or reverse engineering.
3. **Technical Issues on Your End:** Problems caused by your hardware, internet connection, operating system, or interference by antivirus software.
4. **Incompatibility:** Failure to verify system requirements before purchase.
5. **Change of Mind:** Simply deciding you no longer need the software after the refund window (Section 3.1) has closed.

6. REFUND ABUSE PREVENTION

We reserve the right to refuse refund requests if we detect abuse of our policies, including but not limited to:

- Creating multiple accounts to exploit the Money-Back Guarantee multiple times.

- Repeated purchases and refund requests ("serial refunding").
- Evidence of continued use of the software (via logs) after a refund request has been initiated.

Accounts flagged for refund abuse may be permanently banned from future purchases.

7. HOW TO REQUEST A REFUND

To request a refund, contact support@pairtrading.pro with the subject "**Refund Request**".

You MUST include:

1. Your Username and Email.
2. Transaction Hash (TXID) of the original payment.
3. **A valid USDT (TRC-20 or BEP-20) Address for the refund.**

Processing Time:

We aim to process valid requests within **5-7 business days** from the date of approval. Blockchain confirmation times may add an additional 1-24 hours depending on network congestion. You will receive an email confirmation with the refund TXID once sent.

8. DISPUTE RESOLUTION

If you believe your refund request was wrongly denied:

1. Reply to the denial email with additional information.
2. We will review your case within 5 business days.
3. **Our decision on the second review is final.**

For disputes regarding payment delivery, the blockchain record (Transaction Hash) serves as the definitive proof.