

## **PURCHASES AND REFUNDS**

**All sales are final. No refunds are made.** By enforcing this policy, we aim to protect the interests of our committed users and ensure the longevity and integrity of our services. Please read and understand our refund policy carefully before subscribing to any of our plans, and feel free to contact our support team if you have any questions or concerns regarding this policy.

Lifetime access or any “one-time payment” is non-refundable. All these sales are final.

To get a refund, you can contact us at [zeiiermantrading@gmail.com](mailto:zeiiermantrading@gmail.com) and we will assist you within 6 business days. Refunds generally take 3-5 business days to arrive in your bank account.

We allow refunds specifically for yearly subscription auto-renewals within the first 72 hours of billing, however, we are not required to process a refund under any other circumstance after 7 days including the case you forgot about auto-renewal of your subscription.

It is your sole responsibility to manage your subscription prior to renewals by logging in to your customer portal ([learn more how here](#)) or emailing [zeiiermantrading@gmail.com](mailto:zeiiermantrading@gmail.com). Read our cancellation policy [here](#)!

### **Custom Coding Service: Non-Refundable Policy**

Custom coding agreements are confirmed through email correspondence. The time estimates given for each project are provisional and should be viewed as rough guidelines. As a result, any deadlines agreed upon are subject to flexibility. The nature of coding is intricate and dynamic, necessitating our team's right to modify development timelines as needed to guarantee optimal functionality of the code. We commit to regularly updating you on the progress of your project. It is important to note that once a custom coding service sale is completed, it is final and non-refundable. This policy is in place to ensure our team can dedicate the required resources and focus to deliver superior, tailor-made coding solutions.

### **Access to our products**

Our products are completely digital and are accessed through Tradingview. In order to get access, a Tradingview account is needed. Once a purchase is made, the customer is fully responsible to contact us via email with the necessary details so that Zeiierman Trading can grant access. If we don't receive the necessary details we can't grant the customer access to our products. The customer is fully aware that it's their responsibility to provide us via email their Tradingview username. Once we have all information needed we will grant the customer access as soon as possible, it may take up to 48 hours. If the customer doesn't give us the necessary details such as Usernames and receipt/invoice/transactions id that can trace the transaction we at Zeiierman Trading will wait until we get the information from the customer hence the membership will be renewed automatically until the customer requests to cancel.

The access on Tradingview is not logged, hence Zeiierman Trading can't trace any access event. In the event that a chargeback is placed on a purchase or we receive a chargeback threat during or after your purchase, and the customer says that they don't have had access to our products, you agree that once you have provided us with your details, it is valid as a proof that you have had access. We do also take screenshots and store customer communication to ensure that we have the proof needed to ensure that we can prove that the customer has had access.