

Return Policy

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Thank you for purchasing any of TheForexTool Products and Services. We value our members and aim to provide the highest quality products and services. Our return policy is designed to be transparent and straightforward to ensure your satisfaction.

General Returns

All our Products and Services purchased directly from TheForexTool can't be returned after the first payment, except for the Products and Services linked to a subscription.

Defective Products and Services

If your Product or Service is not working, please contact us immediately at info@theforextool.com or open a support ticket in our Discord channel, providing information on the case. We might ask for additional proof of purchase. Our team will resolve the issue as fast as possible in consultation with you. TheForexTool won't cover any additional fees or costs.

Subscription Returns

If you have subscribed to a Product or Service from TheForexTool, you can cancel at any time. Cancellations will take effect at the end of the current billing period.

If you cancel the first subscription within the first 14 days, you will receive a full refund for that month's subscription fee. This is only applicable for the first payment. We are not responsible for automatic payments and automatic renewals for the following months.

After the 14-day period, no refunds will be issued for that month's subscription fee, but you will not be charged for subsequent months. After the subscription period ends, the subscription will be canceled automatically. The same goes for the yearly subscription.

Payment Responsibility

The customer is responsible for all fees and costs related to the cancellation of our Products and Services.

Refunds will be credited to the original method of payment within 5-10 business days of receiving and processing the request.

Any payments not received or processed by the due date may incur late fees. It is the customer's responsibility to ensure timely payment to avoid these additional charges. Late payments can also result in automatic cancellation of the product or service used by the customer.

Non-returnable Items

- Items marked as "Final Sale" or "Non-returnable" at the time of purchase.
- Gift cards, downloadable software products, and some health and personal care items.
- Discount codes, Promo Codes

Exchanges

It is not possible to exchange any of our Products or Services.

Exceptions

For special promotional events or collaborations, return policies might vary. Such exceptions will be clearly stated at the point of purchase.

How to Return

Contact our customer service team at info@theforextool.com or open a support ticket in our Discord Server to initiate the return process. Include a copy of the proof of purchase or the original payment or invoice. For any further questions or concerns regarding our return policy, please don't hesitate to contact our customer service team at info@theforextool.com.

We appreciate your understanding and cooperation, and we look forward to serving you again soon.