

## Refund Policy

**Effective Date:** 1 September 2024

### 1. Overview

This Refund Policy applies to all purchases made through [Elave Fx's Website] (the "Site") and any associated applications or services provided by Elave Fx ("we," "us," "our"). By making a purchase, you acknowledge that you have read, understood, and agreed to this Refund Policy.

### 2. Subscription Services and Refunds

Elave Fx provides subscription-based services for access to software, educational materials, and online trading indicators. All payments made for monthly, quarterly, or annual subscriptions, courses, or digital goods are **non-refundable**.

#### 2.1 Non-refundable Items and Services

- **Subscription Fees:** Subscription payments are final and non-refundable. Users are charged in advance for each subscription period (monthly, quarterly, or annual) and will not receive a refund for any unused portion of the subscription period should they choose to cancel mid-term.
- **Trial Periods and Promotions:** Any trial subscriptions, promotional services, or one-time discounts are not eligible for refunds, including cases where the subscription was not used during the trial or promotional period.

### 3. Cancellation Policy

Users may cancel their subscription at any time by following the account cancellation procedures on the Site or by contacting us directly at [contactelavefx@gmail.com]. Cancelling a subscription will terminate future

recurring charges, but no refunds or credits will be issued for partial periods or unused services within an active subscription term.

### **3.1 Access Post-Cancellation**

Upon cancellation, you will retain access to the purchased services until the end of your current billing period, after which your access to all subscription benefits will be discontinued.

## **4. Exceptional Refund Circumstances**

Elave Fx reserves the right to consider refund requests in exceptional circumstances on a case-by-case basis. These requests should be submitted via email to [contactelavefx@gmail.com] and must include:

- A detailed explanation of the refund request.
- Supporting documentation or evidence, if applicable.

The decision to issue a refund under exceptional circumstances is at the sole discretion of Elave Fx and will not set a precedent for future refunds.

## **5. Changes to this Refund Policy**

We reserve the right to update or modify this Refund Policy at any time without prior notice. Any changes to this policy will be effective immediately upon posting on our Site. It is your responsibility to periodically review the Refund Policy to stay informed of any updates.

## **6. Contact Information**

If you have any questions or concerns regarding this Refund Policy, please contact us at:

**Email Address:**

[contactelavefx@gmail.com]