

Refund Policy – PineScriptStrategy.com & Whop Platform

At PineScriptStrategy.com, we strive to offer high-quality products and services. If you're not completely satisfied with your purchase, we offer a refund policy that aligns with both our website and the Whop platform.

Eligibility for Refunds (PineScriptStrategy.com)

30-Day Refund Window: You can request a refund within 30 days of your purchase.

Course Material Usage: Refunds will only be granted if you have accessed no more than 20% of the course material. This is to prevent piracy. If you've accessed more than 20%, but have a valid reason for a refund, we will review your case.

Refund Process for Purchases via Whop

If you made your purchase through the Whop platform, please note the following:

Transaction Processing Fees: Refunds will be given for 100% of the product price minus any transaction processing fees incurred by us, including any hidden fees charged by Whop. While we aim to return the full amount of your purchase, Whop, as the Merchant of Record, can sometimes charge additional fees without our prior knowledge.

Known Processing Fees: The processing fees typically range between 6-7% depending on whether you are using a domestic or international credit card.

Whop Commission: If you purchased through the Whop marketplace, Whop takes a 30% commission on top of the processing fees. This commission will not be refunded and will be deducted from your total refund amount.

If you would like to avoid the risk of these hidden fees and prefer to purchase access to our platform directly, you can contact our support team for a direct purchase link that bypasses Whop's fees.

How to Request a Refund

To request a refund, please contact us at support@pinescriptstrategy.com. Provide your purchase details and we will process your refund as quickly as possible, based on the criteria above.

Late or Missing Refunds

If you haven't received your refund yet:

Check Your Bank Account: Review your account for the refund.

Contact Your Credit Card Company: It may take time for the refund to appear.

Contact Your Bank: There could be processing delays with your bank.

Contact Us: If you've followed the above steps and still haven't received your refund, please reach out to support@pinescriptstrategy.com.

We are committed to resolving any refund issues promptly, but please understand that some delays may be outside our control due to processing times.