

# Refund & License Policy

Last updated: October 22, 2025

Website: [www.mt4oneclick.com](http://www.mt4oneclick.com)

Jurisdiction: Republic of Slovenia (to be updated to Estonia upon company registration)

## 1. Digital Nature of the Product

All software sold through this website—including the MT4 OneClick trade panel Trading Panel and related tools—is delivered digitally and activated electronically. Once a license key has been issued and the software activated, the product is considered used and consumed, and is not eligible for return or refund.

## 2. Refund Eligibility

Refunds are available under the following strict conditions:

### Refunds are only possible if:

- The software has not been activated on any MT4/MT5 account or hardware device
- The customer has not used technical support, received updates, or downloaded the product multiple times
- Less than 30 days have passed since the purchase date
- The license type is not Lifetime or has not already been activated

### Refunds are not available if:

- The software has been activated on any MT4/MT5 account or hardware device
- The customer has used technical support, received updates, or downloaded the product multiple times
- More than 30 days have passed since the purchase date
- The license type is Lifetime and has already been activated

Once a license is activated, the transaction is considered final and non-refundable.

## 3. Lifetime License Policy

A Lifetime License becomes effective only after 30 consecutive days of active use or

subscription. If a refund request is submitted during this initial 30-day period, the license will be revoked and the software deactivated. After the 30-day period and activation, no refunds will be issued under any circumstances.

Before purchasing the Lifetime License, it is strongly recommended that users first try the Starter Package, which includes a 30-day free learning trial.

The Lifetime License can be activated only after the initial 30 days of active use. Once activated, no refunds are possible under any circumstances.

Each license is bound to a single computer through a unique CID (Computer ID). The software may be installed and used only on that registered device.

After the 30-day trial period and Lifetime License activation, the user receives an optimized package that runs exclusively on their computer, without online license verification. At that point, the MT4 OneClick trade panel operates significantly faster, as the entire system runs locally on the user's hardware.

## **4. License Revocation**

In the event of a refund, chargeback, or evidence of unauthorized use or redistribution, the associated license will be permanently revoked. This will disable software access, updates, and any future activations.

## **5. Subscriptions and Upgrades**

Subscriptions can be cancelled anytime before the next billing cycle. Upgrades (e.g., from Monthly to Lifetime) become final once activated. Downgrades or exchanges between license types are not available.

## **6. Technical Support**

Technical support is provided exclusively to users with valid and active licenses. Refunded, revoked, or expired licenses are not eligible for support or updates.

## **7. Chargebacks and Fraud**

Unauthorized or fraudulent chargebacks will result in immediate license revocation, permanent account ban, and reporting of fraudulent activity to relevant payment processors and anti-fraud networks.

## 8. Governing Law

This policy is governed by the laws of the Republic of Slovenia until company registration under Estonian jurisdiction, after which all disputes shall be handled by the competent courts in Tallinn, Estonia.

## 9. Contact

For any questions regarding this Refund & License Policy, please contact us at:

- By email: [support@mt4oneclick.com](mailto:support@mt4oneclick.com)
- Through the contact form on our website

**Short Notice:** Refunds are only available within 30 days if the software has not been activated. Once a license is activated, the sale is final and non-refundable. Before purchasing a Lifetime License, it is recommended to use the Starter Package, which includes a 30-day free learning trial.