Refund Policy

1.   Refund conditions

1.1.   You have the right to a full refund **up to 48 hours after purchasing a subscription**. Our service (bot) must have been shut off for the entire 48 hours before requesting a refund.

1.2.   Our return service is possible for products that meet the following conditions:

a.   The service must not have been turned on, meaning the user cannot request a refund if he/she used our bot.

1.3.   You can request a full refund if: within 30 days of usage of our bot, the bot doesn't close 3 green positive trades.

1.3.1.   Condition: The setup of the bot must follow the correct configuration, which is directly found in the users dashboard and profile under the edit bot.

1.3.2.   Condition: The bot must connected via API Keys with the whitelisted IP addresses in order to function properly.

1.3.3.   Interrupting the bot at any point of the month will automatically disqualify you for a full refund.

1.4.   A user can request a refund only once.

1.4.1.   If you have multiple accounts, you will be able to request a refund only once.

2.   Costs of refund

2.1.   Returning our products is free of charge.

3.   Liability

3.1.   Returns are at the buyer's risk. This means that our company is not liable for money loss during the usage of our service.

4.   Payment of purchase amount

4.1.   Once we agree that you are refundable, you will be refunded within 2-10 days. The amount will be credited back to your chosen payment method.

5.   Other

5.1.   Do you have any other comments or questions about our refund service? Please contact us at support@dipsway.com.

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