ONETAPTRADE

REFUND & CANCELLATION POLICY

Last Updated: 26 July 2026 | Version 3.0

1. What This Policy Covers

This Policy governs **subscription fees paid to us for access to the Platform**. It does not, and cannot, cover trading losses, broker commissions, spreads, financing costs or slippage. Those arise in your own brokerage account and are not amounts we hold or can return. See Section 6.

2. 7-Day First-Purchase Refund

If you are a **first-time subscriber** and are not satisfied, email support@onetaptrade.com within **7 calendar days** of your initial purchase for a **full refund of the subscription fee — no questions asked**. Refunds are issued to the original payment method within 7–14 business days, depending on your bank.

Requesting a refund does not deactivate your Bots or close your positions. See Section 5.

3. Cancellations

Cancel any time via **Account Settings → Subscription → Cancel** or by emailing support@onetaptrade.com. Cancellation stops future renewals; access continues until the end of the current paid period. **No partial-period refunds** are provided for unused time after the 7-day window, except where required by law.

4. Exceptions — No Refund

(a) renewal payments after the 7-day first-purchase window; (b) accounts terminated for breach of the Terms, including market abuse, unauthorised third-party fund management, or fraud; (c) chargebacks filed without first contacting support — see Section 8.

5. Cancellation Does Not Close Your Positions

This is the most important paragraph in this Policy.

Cancelling your subscription, requesting a refund, or losing access at the end of a paid period **stops Bots from placing new orders. It does not close open positions.** Positions opened by a Bot remain open in your brokerage account, remain exposed to the market, and remain entirely your responsibility.

Before you cancel you should:

1. Deactivate all Bots;
2. Close or arrange to manage every open position at your broker;
3. Revoke API credentials at your broker.

If access lapses while positions are open, you must manage those positions directly with your broker. We are not able to close them for you.

6. Trading Losses Are Not Refundable

Subscription fees are payment for software access. They are not a deposit, are not held on trust, and do not represent trading capital. **Losses incurred by a Bot — whether from market movement, malfunction, misconfiguration, latency, slippage, broker failure or any other cause — are not grounds for a refund of subscription fees**, and are subject to the limitation of liability in the Terms of Service.

Nothing in this Section limits any non-excludable statutory right, or any liability we cannot lawfully exclude.

7. Annual Plans

Annual plans are refunded in full under Section 2 within 7 days of first purchase. After 7 days, annual plans are non-refundable but remain active to term end.

8. Chargebacks

Contact us first. Email support@onetaptrade.com with the transaction details. We acknowledge within 48 hours and most issues resolve well within 14 days.

Before raising a chargeback or payment dispute with your card issuer, please allow us 14 days to resolve the matter, as set out in Terms of Service Section 16. Where a chargeback is raised without doing so, or is found to be without merit, we may suspend or terminate access and recover amounts genuinely due for services provided.

A chargeback halts your Bots — which does not close open positions (Section 5).

This does not affect your rights. If you believe a charge is fraudulent or your payment method has been used without your authorisation, contact your card issuer straight away; the 14-day step does not apply, and nothing here limits any statutory right or your ability to complain to a competent authority.

9. Statutory Rights

This Policy operates in addition to, and does not limit, any non-excludable consumer rights under UAE Federal Law No. 15 of 2020 on Consumer Protection.