

## Refund Policy

Last updated: 17 August 2026 | [usetrandle.com](https://usetrandle.com)

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Short version: every paid plan has a 14-day money-back guarantee, cancellation is one click, and we do not use exit mazes or hidden clauses.

### 1. 14-day money-back guarantee

If you are not satisfied with a paid plan, you can request a full refund within 14 days of your first payment for that plan. No explanation required. Write to [support@usetrandle.com](mailto:support@usetrandle.com) from the address on your account, or request it through Whop, and we process it.

The guarantee applies to your first purchase of a plan. It is not intended to be used repeatedly to obtain free access: repeated subscribe-and-refund cycles on the same account may be declined.

### 2. Statutory right of withdrawal (EU consumers)

If you are a consumer in the European Union, you have a statutory right to withdraw from a distance contract within 14 days. By starting to use the Service immediately you ask us to begin performance during that period; you keep the right to withdraw, and our guarantee above is at least as favourable as the statutory minimum. Nothing in this policy limits your mandatory consumer rights.

### 3. Renewals

Subscriptions renew automatically until cancelled. If a renewal was charged and you had genuinely stopped using the Service, contact us within 7 days of the charge: we will normally refund the renewal. We would rather return the money than keep a payment you did not want.

### 4. Cancelling

- Cancel in one click from your account page, or from your Whop account.
- Cancellation stops future renewals. It does not delete your account: you keep access until the end of the period you already paid, and afterwards your account continues on the Free plan.
- Your data stays exportable as CSV at any time, including after downgrading.

### 5. Pro-rata refunds in specific cases

- If we permanently discontinue a paid feature that you actively use, you may cancel and receive a pro-rata refund of the unused prepaid period.
- If we materially change the Terms to your disadvantage and you cancel before they take effect, the same pro-rata refund applies.

### 6. What is not refunded

- Periods already consumed beyond the guarantee window, where none of the cases above applies.
- Accounts terminated for serious breach of the Terms (for example resale of market data or abuse of the infrastructure).
- Amounts charged by third parties that are not us - for example a VPS you rent to run the connector, or your broker's fees.

### 7. How the money comes back

Payments are processed by Whop as merchant of record, so refunds are issued through Whop to the original

payment method. Once approved, the money typically appears within 5-10 business days, depending on your bank or card issuer. You will receive confirmation by email.

## **8. Questions**

If something about a charge does not look right, write to [support@usetrandle.com](mailto:support@usetrandle.com) before opening a dispute with your bank: we answer quickly and a direct fix is faster for both of us.

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## **Contact**

Trandle - Italy

[support@usetrandle.com](mailto:support@usetrandle.com)