CRYPTIVA REFUND POLICY

We understand that investing in cryptocurrencies is highly risky and speculative, and we want to ensure that our customers are satisfied with our services. If you are not satisfied with your trading experience with us, we offer a refund policy that outlines the conditions for receiving a refund.

1. Eligibility for Refund

1.1. In the case of internal errors from any of our products, we will review your request for a refund and may require additional information to verify the error. If your request is approved, we will process your refund within 14 business days of receiving your request. The refund will be credited to the payment method you used to subscribe to our product.

1.2. Internal errors refer to technical issues or malfunctions that occur within our Cryptiva platform, which can result in a failure to execute trades or replicate trades correctly.

Internal errors may include:

- Failure to replicate trades in your account due to internal errors from our side. This means that our trade distribution system did not execute a trade that it was supposed to execute due to an error from our side, such as a technical issue or malfunction in the system.
- Replicating excessive trading signals in your account. This means that the trade distribution system executed more trades than it was supposed to.
- Failure to execute partial orders due to internal errors from our side. This means that our trade distribution system was unable to execute a partial order as intended.

1.3. In all these cases, if the error was caused by an issue on our side, you may be eligible for a refund as outlined in our refund policy.

1.4. It is important to note that internal errors can be complex and may require investigation and verification by our team. Our customer support team will work with you to gather any necessary information and verify the error before issuing a refund if applicable.

2. Refund Process

2.1. To initiate the refund process, you must contact our customer support team, referring to your subscription and provide evidence of the errors that you have experienced. Our team will review your request and may request additional information.

2.2. If your request is approved, we will process your refund within 14 business days of receiving your request. The refund will be credited to the payment method that you used to subscribe to the product.

2.3. We can only provide a refund for the unused portion of your subscription. Therefore, a deduction of a full month's subscription (not including any discounts, special offers, or bundle pricing) will apply for each month that the product has been utilized.

The full month's subscriptions, not including any discounts, special offers, or bundle pricing, for our services are as follows:

- Neuro: $99.99 per month
- Datum: $19.00 per month
- Guardium: $9.00 per month

2.4. For the purpose of this policy, usage is defined as an active subscription during a monthly period, regardless of the actual number of days of utilisation during that period.

2.5. For every complete package period you have used (e.g. 3 months of our 1-year plan), we charge you the package price for that block. After counting all full package blocks, any remaining time (even part of a month) is charged at the standard monthly rate (per section 2.3). We subtract the sum of those charges from the total amount you prepaid.

2.6. Our refund policy does not apply if your experience is affected due to market volatility, change in asset pricing, force majeure, regulatory changes, or other factors beyond our control, or if you have violated our terms of service. Additionally, our refund policy does not apply to any profit/loss earned from trading in cryptocurrencies.

3. Changes to the Refund Policy

We reserve the right to change our refund policy at any time without prior notice. Any changes to the refund policy will be posted on our website and will be effective immediately.

If you have any further questions, please don't hesitate to contact us via email at support@cryptiva.io or contact us on our website.