

## Refund Policy for Crystal Academy

Thank you for choosing crystal academy for trading education services. This No Refund Policy outlines the terms and conditions regarding refunds for our services provided through Discord, with payments processed by WHOP.

### 1. No Refund Policy

#### 1.1. Service Utilization

All payments for our options trading education service are non-refundable. Once a payment is made, it is considered final, and no refunds will be provided.

#### 1.2. User Responsibility

It is the responsibility of the user to thoroughly evaluate and understand our services before making a payment. By choosing to use our services, you acknowledge and agree that all payments are final, and no refunds will be issued.

### 2. Service Utilization

#### 2.1. User Commitment

By accessing and utilizing our options trading education service on Discord, you acknowledge that the effectiveness of the service depends on your commitment to learning and applying the provided information.

#### 2.2. No Guarantee of Results

We do not guarantee any specific results from the use of our services. Your success in options trading depends on various factors, including market conditions and your individual trading decisions.

### 3. Appeal Process

#### 3.1. Appeal Submission

If you believe there are exceptional circumstances warranting a refund, you may submit an appeal by sending an email to [help@crystalacademytrades.com](mailto:help@crystalacademytrades.com).

### 3.2. Appeal Evaluation

All appeals will be thoroughly evaluated on a case-by-case basis. You must provide detailed information supporting your appeal, and decisions will be at the sole discretion of Crystal Academy.

### 3.3. Communication

We will communicate the decision on your appeal promptly to the email address provided during the appeal process.

### 4. Changes to No Refund Policy

We reserve the right to update or modify this No Refund Policy at any time. Any changes will be effective immediately upon posting the revised policy on our website.

### 5. Contact Us

If you have any questions or concerns about this No Refund Policy or wish to initiate an appeal, please contact us at [help@crystalacademytrades.com](mailto:help@crystalacademytrades.com).

By using our options trading education service, you acknowledge that you have read, understood, and agreed to this No Refund Policy.