

## Refund Policy for TC888 GmbH on Whop.com

### 1. Introduction

At TC888 GmbH, HRB 298586, we strive to ensure our customers are satisfied with our services. If you are not entirely satisfied with your purchase, we're here to help. This refund policy outlines the terms and conditions under which refunds are granted.

### 2. General Refund Conditions

- **Eligibility:** To be eligible for a refund, you must request it within 14 days of the purchase date. Proof of purchase is required.
- **Conditions:** Refunds are only available for services that have not been fully utilized. For partially used services, refunds may be prorated based on the extent of usage.

### 3. Specific Services Refund Policy

#### A. Free Access to TC888 Discord Community

- **Non-Refundable:** Access to the free Discord community is free of charge and therefore non-refundable.

#### B. Access to the Premium Channel on Discord

- **Refund Requests:** Refunds for premium channel access can be requested within 14 days of purchase, provided the user has not extensively used the resources available in the premium channel.

#### C. TC888 Playbook and Other Trading Elements

- **Digital Products:** Refunds for digital products like the TC888 Playbook and other trading elements are granted only if the product has not been downloaded or accessed. If the product has been downloaded or accessed, refunds are not available.

#### D. One-on-One Coaching Services

- **Cancellation and Rescheduling:** Users may cancel or reschedule coaching sessions up to 24 hours before the scheduled time without penalty.
- **Refund Requests:** Refunds for coaching services are available if the cancellation is made at least 24 hours before the session. If a session is missed or canceled with less than 24 hours' notice, it will not be refunded.

#### E. TrendPredator Indicator

- **Refund Requests:** Refunds for purchases of the TrendPredator indicator can be requested within 14 days of purchase, provided the indicator has not been activated or used. Once the indicator is activated, it is non-refundable. Subscriptions can be canceled according to Whop.com policies.

#### **4. How to Request a Refund**

- **Contact Us:** To request a refund, contact our support team at [tc@tc888.de](mailto:tc@tc888.de). Please include your order number, the service you wish to refund, and the reason for the request.
- **Processing Time:** Refund requests are processed within 7-10 business days. Approved refunds will be credited back to the original payment method.

#### **5. Non-Refundable Situations**

- **Exceeded Usage:** Services that have been fully or extensively used.
- **Late Requests:** Refund requests made after 14 days from the purchase date.
- **Non-Eligible Services:** Specific services explicitly stated as non-refundable in this policy.

#### **6. Changes to This Refund Policy**

We reserve the right to modify this refund policy at any time. Changes will be posted on this page, and it is your responsibility to review this policy periodically. Continued use of our services after any changes signifies your acceptance of the modified refund policy.

#### **7. Contact Information**

If you have any questions or concerns about our refund policy, please contact us at [tc@tc888.de](mailto:tc@tc888.de).