



1P ALGORITHMS

The Future of Futures

RETURN POLICY



IP ALGORITHMS RETURN POLICY

This Return Policy outlines the conditions under which clients of IP Algorithms Inc. (“Company,” “we,” “us,” or “our”) may request a refund for services rendered. By purchasing or subscribing to our Services, you (“Client,” “you,” or “your”) agree to this policy as an integral part of our Terms of Service and User Agreement.

1. General Policy

All payments made to IP Algorithms are final and non-refundable unless the request meets the criteria specified under this policy. Refunds are considered a courtesy and are only available under explicitly stated conditions.

2. Refund Eligibility Window

You may be eligible for a refund of your initial fee if all of the following conditions are met:

- Your refund request is submitted within thirty (30) calendar days from your onboarding setup date;
- No profits were earned in your connected brokerage account during the eligibility period;
- You fully complied with all onboarding protocols, platform setup instructions, and risk parameters.

Refund eligibility is voided if any disqualifying activity has occurred, as outlined below.

3. Ineligible Circumstances

You are not eligible for a refund if:

3.1 Strategy Tampering:

You altered any default settings, manually executed trades, used trade copiers, or interfered with the automation system.



3.2 Unauthorized Withdrawals:

You removed funds from your brokerage account during the refund window, resulting in trade execution errors or insufficient margin. Refunds require a consistent account balance of at least \$15,000 during the evaluation period.

3.3 Procedural Non-Compliance:

You failed to complete the onboarding process, refused available support, or failed to maintain necessary brokerage integrations.

3.4 Public Defamation:

You published or promoted negative reviews, complaints, or defamatory statements—online or offline—about the Company, its employees, or its services prior to completing the refund process.

4. Request Procedure

To initiate a refund request, you must email support@1palgos.io with the subject line “Refund Request – [Your Full Name]” and provide:

- Your full legal name and onboarding date;
- A clear reason for the refund request;
- A verifiable brokerage account performance report covering the refund eligibility window.

Requests missing any of these items will not be processed.

5. Review and Response Timeline

Once a complete refund request is submitted:

- We will review your request within 5 to 10 business days;
- If approved, the refund will be processed within 7 business days following confirmation;
- If denied, you will be provided with a written explanation.

Refunds are issued using the original payment method unless otherwise agreed.



6. Refunds Due to Service Disruption

In the rare event that the Company permanently discontinues its Services or fails to provide access to the core automation tools and features outlined in your plan:

- A prorated refund may be issued for the unused portion of your service term,
- Any realized profits will be deducted from the prorated amount.

Temporary service interruptions, maintenance, broker outages, or force majeure events do not qualify as grounds for refund.

7. Non-Refundable Items

The following fees and items are strictly non-refundable:

- Monthly or recurring Maintenance Fees;
- Payment processing fees charged by third-party gateways (e.g., Stripe, PayPal);
- Any refund requests made after the 30-day eligibility period.

8. Final Agreement

By purchasing or subscribing to 1P Algorithms Services, you acknowledge and agree to this Return Policy. This policy is legally binding and forms part of your contractual agreement with the Company.



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By accessing or using the 1P Algorithms platform, you acknowledge that you have read, understood, and agreed to these Terms of Service. For full legal references, including the Privacy Policy, Return Policy, and End-User License Agreement, please visit: www.1palgos.com/legal

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CUSTOMER SUPPORT

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 www.1palgos.com

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