

RETURN & REFUND POLICY

Digital purchases and subscriptions

Updated September 5, 2026. Read together with the other Orderflow Haus legal policies.

OVERVIEW

This Return and Refund Policy ('Policy') governs all purchases and subscriptions made through Orderflow Haus via Whop or any other platform through which our digital products and services are sold. By completing a purchase or subscribing to any of our services, you acknowledge that you have read, understood, and agree to be bound by this Policy in its entirety.

This Policy forms part of our Terms and Conditions and is incorporated by reference therein.

NATURE OF DIGITAL SERVICES

Orderflow Haus provides exclusively digital products and services, including but not limited to: access to a private Discord community, trading education materials, trade ideas, indicator access, trading bot access, recorded and live educational content, and any other digital resources made available through our Whop page or Discord server. By their nature, digital products and services are intangible. Digital access is generally supplied after payment confirmation; scheduled services such as mentorship are delivered as described at checkout. Once access has been granted, the content cannot be 'returned' in any meaningful sense. Accordingly, all sales are subject to the limitations set forth in this Policy.

ALL SALES FINAL

ALL SALES ARE FINAL, except where a refund, cancellation, reversal, or other remedy is required by applicable law, card-network rules, or Whop's applicable policies and obligations. This policy does not limit non-waivable consumer rights or legitimate payment-dispute rights.

Paid subscriptions, renewals, one-time purchases, and mentorship purchases are non-refundable except as stated above and under Exceptions below. Payment is due at purchase; recurring plans renew at the price and interval shown at checkout until cancelled. Free community access is a separate option and does not automatically convert to a paid subscription.

Subject to those exceptions, non-use, dissatisfaction, trading results, partial billing periods, or technical issues on your device do not entitle you to a refund or credit. Review the product description, requirements, price, and billing terms before purchasing. Ask questions through the free community if you are unsure.

CHARGEBACKS AND PAYMENT DISPUTES

Contact Orderflow Haus or Whop promptly if a charge is incorrect, duplicated, unauthorized, or the purchased service has not been supplied. We will cooperate with legitimate billing inquiries and payment disputes. Nothing in this Policy waives rights available under applicable law, card-network rules, or Whop policies.

Knowingly fraudulent payment disputes or abuse of the Services may result in suspension or termination, subject to applicable law and Whop policies. An honest complaint or good-faith exercise of a statutory or payment-dispute right is not, by itself, a breach of this Policy.

CANCELLATION POLICY

You may cancel your subscription at any time through your Whop account dashboard. Cancellation will take effect at the end of your current billing cycle, and you will retain access to the services through the remainder of the period for which you have paid. Cancellation does not entitle you to a refund of any portion of fees already charged. It is your responsibility to manage your subscription and cancel prior to renewal if you do not wish to continue.

EXCEPTIONS

Required refunds, reversals, and remedies remain available under applicable law, card-network rules, and Whop policies. Billing errors, duplicate charges, and non-delivery should be reported promptly through Whop or our official support channels so they can be investigated.

Where no mandatory remedy applies, Orderflow Haus may consider a documented request involving a verified billing error or an unresolved failure to provide purchased access. A discretionary exception does not create an ongoing refund entitlement. No discretionary deadline or decision in this Policy limits a mandatory right or the review powers of Whop, your payment provider, or a competent authority.

GOVERNING LAW AND DISPUTE RESOLUTION

This Policy shall be governed by and construed in accordance with the laws of the applicable jurisdiction of Orderflow Haus. Any disputes arising out of or relating to this Policy or any purchase made through our platforms shall first be submitted to good-faith informal negotiation. If informal resolution is not achieved within thirty (30) days, disputes shall be resolved through binding arbitration, and you waive any right to participate in a class-action lawsuit or class-wide arbitration in connection with any such dispute.

MODIFICATIONS TO THIS POLICY

Orderflow Haus reserves the right to update or modify this Return and Refund Policy at any time without prior notice.

Changes will be effective immediately upon posting to our Whop page or Discord server. Your continued use of the services following any such modification constitutes your acceptance of the revised Policy. It is your responsibility to review this Policy periodically.

CONTACT

For questions regarding this Policy or to submit an eligible exception request, please contact Orderflow Haus directly through the official Whop messaging system or the designated support channel within the Discord server. Requests submitted through unofficial channels may not be acknowledged.

MANDATORY RIGHTS

If any other provision of this Policy conflicts with a mandatory consumer right or applicable Whop payment requirement, that right or requirement takes precedence.