

AURIVO — REFUND & CANCELLATION POLICY

Last updated: 24 July 2026

This policy forms part of the Aurivo Terms of Service.

1. WHAT YOU ARE BUYING

Aurivo Turbo is a monthly subscription to trading control-panel software, including a cloud machine allocated to you for the duration of your subscription. Billing is handled by Whop.

2. 7-DAY REFUND WINDOW

You may request a **full refund within 7 days of your first purchase** if the Service does not work as described.

To request a refund, message us through the Aurivo support channel on Whop within that window. We aim to process approved refunds within 5 business days, back to your original payment method.

3. AFTER 7 DAYS

After the first 7 days, fees for the current billing period are **non-refundable**. You may cancel at any time, and your access continues until the end of the period you have already paid for.

We do not provide partial or pro-rata refunds for unused time in a period.

4. WHAT IS NOT REFUNDABLE

Refunds are not available for:

- **Trading losses.** Aurivo is software; you place every trade. Losses are never grounds for a refund.
- Dissatisfaction with your own trading results.
- Your broker's conduct, execution, spreads, slippage or account decisions.
- Your broker restricting or prohibiting third-party software or Expert Advisors. Please check your broker's terms **before** subscribing.
- Downtime caused by your own device, internet connection, or a third party outside our control.
- Loss of access due to breach of the Terms of Service.

5. HOW TO CANCEL

Cancel any time through your Whop account. There is no cancellation fee and no minimum term.

On cancellation:

- Your access continues until the end of the current paid period.
- Your cloud machine is then destroyed and wiped before reuse.
- You may request immediate deletion of your machine and data instead — just ask.

Before you cancel, close any open positions or make sure you can manage them through your broker's own platform. Your broker account is unaffected by cancellation, but you will lose the Aurivo panel as a way of managing it.

6. IF WE DISCONTINUE THE SERVICE

If we stop providing the Service, we will refund the unused portion of any period you have prepaid, and give you reasonable notice to move your trading elsewhere.

7. YOUR STATUTORY RIGHTS

Nothing in this policy excludes, restricts or modifies any guarantee, right or remedy you have under the **Australian Consumer Law** or any other law that cannot lawfully be excluded. If the Service is faulty or not as described, you may be entitled to a remedy regardless of the timeframes above.

8. CONTACT

Support: via the Aurivo community on Whop.

Website: aurivo.trading