

TRADE BASE HUB

RETURNS & REFUND POLICY

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Effective Date: 23rd January 2026

This Returns & Refund Policy (“**Policy**”) applies to all purchases, subscriptions, services, digital products, documentation, platform access, and related offerings provided by **Trade Base Hub** (“**we**”, “**us**”, “**our**”, or the “**Platform Owner**”).

By purchasing or accessing our services, you acknowledge and agree to this Policy.

1. NO RETURNS – SERVICE BUSINESS

Trade Base Hub is a **service-based and digital-access business**.

As such:

- **All sales are final**
- **No returns are accepted**
- **No refunds are provided**

This includes, without limitation:

- Subscriptions and membership fees
- Platform access (including partial use)
- Digital documents, templates, and downloads
- Advisory, consulting, administrative, or support services
- Training, guidance, and informational materials

Once access is granted or services commence, the transaction is deemed complete.

2. IMMEDIATE ACCESS & CONSUMPTION

Upon purchase, users typically receive:

- Immediate or near-immediate access to digital content and services
- Non-revocable access rights
- The ability to view, download, or use materials

Because access and value are delivered instantly, **returns or refunds are not feasible or offered**.

3. NO GUARANTEE OF OUTCOMES

Fees paid do **not** guarantee:

- Deal success
- Funding
- Transaction completion
- Enforceability of documents
- Regulatory or third-party approval

Dissatisfaction with outcomes, expectations, or third-party conduct does **not** constitute grounds for a refund.

4. BILLING DISPUTES & CHARGEBACKS

Unauthorised chargebacks or payment disputes raised in violation of this Policy may result in:

TRADE BASE HUB

- Immediate suspension or termination of access
- Recovery of administrative and legal costs
- Permanent account restriction

We reserve the right to contest chargebacks using transaction records and access logs.

5. EXCEPTIONS (LIMITED & DISCRETIONARY)

Refunds or credits may be considered **only at our sole discretion** where:

- A demonstrable billing error occurred; or
- Access was not provided due to a verified technical fault caused solely by us

Any exception does **not** create a precedent or ongoing entitlement.

6. SUBSCRIPTION CANCELLATION

Subscriptions may be cancelled to prevent **future billing**, subject to the applicable subscription terms.

Cancellation does **not**:

- Trigger a refund
 - Reverse charges already incurred
 - Affect fees already paid
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7. JURISDICTIONAL CONSUMER RIGHTS

Nothing in this Policy excludes non-waivable statutory consumer rights where applicable by law.

Where such rights apply, remedies are limited to the **minimum required by law**.

8. ACCEPTANCE

By completing a purchase or using our services, you:

- Confirm you understand this Policy
 - Accept that all sales are final
 - Waive any claim to refunds or returns except as expressly stated
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9. CONTACT

For billing inquiries only: admin@tradebasehub.net