GEX ENGINE ENTERPRISES

Refund & Cancellation Policy

Effective November 17, 2026 | Version 2026-11-17

This policy applies to digital memberships and indicator access sold by GEX Engine Enterprises. Read it alongside your order and our Terms of Service.

1. Final sales and no discretionary refunds

Except where applicable law, applicable Whop or payment rules, or an express offer requires otherwise, purchases and renewals are final and non-refundable. We do not offer discretionary refunds for changing your mind, unused access, partial billing periods, forgetting to cancel, or dissatisfaction with trading results.

Trading losses, missed profits, account drawdown and a level or signal not behaving as expected do not by themselves entitle you to a refund. Our products provide general information and educational analysis, with no promised trading outcome.

2. Trial and subscription cancellation

Your checkout shows any trial, the first billing date and the recurring price. Cancel through your Whop subscription-management option before the trial ends or the next billing date to avoid the next charge. If you cannot access cancellation, email gexengineenterprises@gmail.com for help.

Cancellation stops future renewals and does not automatically refund a charge already made. Whop's cancellation confirmation or membership details show the access-end date. Removing an indicator, deleting an app or leaving a community does not cancel billing.

3. Missing access and service problems

Tell us if you cannot access the tools or the service is not supplied as described. Include your order reference, account email or username and a short description. We may ask for a redacted screenshot to troubleshoot. Do not send passwords, full card numbers or bank credentials.

We will investigate and provide any correction or remedy required by applicable law or payment rules. A legally required refund is not discretionary. We may also agree to a voluntary refund, credit or extension in writing, without promising that remedy in every case.

4. Billing errors and payment disputes

Report duplicate, incorrect or unauthorized charges promptly. For a payment-processing issue, you may contact Whop at support@whop.com; for a product or access issue, contact gexengineenterprises@gmail.com or your Whop member support chat.

Applicable legal, platform and card-network time limits remain in force. You may raise a dispute with Whop, your bank or card issuer. Contacting us first can help resolve a problem, but does not waive or postpone those rights.

5. Mandatory consumer rights

Nothing in this policy excludes a refund, withdrawal, cancellation, chargeback or other remedy that cannot lawfully be excluded. Consumer rights vary by location and may require a refund despite our general final-sale policy.

Where a digital-content withdrawal right applies, access alone does not remove it. Any loss of that right requires the express consent and acknowledgement required by the applicable law. Any required withdrawal consent will be requested separately from general acceptance of these terms.

6. Scope and contact

This version applies to new orders accepting it from its effective date. Earlier purchases retain their applicable terms and mandatory rights. Any approved refund is processed through the payment provider; processing times depend on that provider.

Seller: GEX Engine Enterprises. Contact: gexengineenterprises@gmail.com. Member support: https://whop.com/gex-engine/. Ontario and applicable Canadian federal law govern, subject to mandatory protections where you live.