

Refund and Cancellation Policy

Customer policy | Fair treatment for research and digital services while protecting work already performed

Recommended policy: generous before work starts, milestone-based once research has begun, and no outcome-based refunds.

1. Policy objective

QuantWeaver sells research, diagnostics, software-enabled analysis and scoped engineering. Much of the value is created through analyst time, compute, data, strategy review and evidence production that cannot be returned after it has been consumed. The refund policy therefore distinguishes cancellation before work starts from cancellation after work has begun.

2. Recommended refund rules

Area	Specification
Before work starts	100% refund if the customer cancels before QuantWeaver begins substantive analysis and before any non-refundable third-party data or compute cost has been incurred.
Within 24 hours of purchase	100% refund if work has not started. If substantive work started at the customer's request, the normal started-work rule applies.
After intake review, before substantive analysis	Refund less any clearly disclosed non-refundable third-party cost already incurred for that case.
After substantive analysis begins	No automatic full refund. QuantWeaver may refund the unearned portion of the fee based on completed milestones and third-party costs. The customer should receive the work completed to the extent it is usable and safe to release.
Completed research service	No refund because the conclusion was negative, inconclusive or different from the customer's expectation. A negative finding is a valid deliverable when the service was performed as scoped.
Material service failure	If QuantWeaver cannot deliver the agreed service because of its own failure, it should offer a re-performance, service credit, or refund for the undelivered portion.

Customer-supplied limitations	If the customer supplies incomplete, corrupted, misleading or unusable files/data after work starts, QuantWeaver may pause the engagement. Refunds are limited to the unearned portion after deducting work performed and non-refundable costs.
Digital subscriptions	Cancel anytime before the next billing cycle. No prorated refund for a started billing period unless required by law or the service materially failed. Access continues through the paid period unless safety, misuse or chargeback rules require suspension.
Founding promotions	Promotional prices are refundable under the same rules as standard prices. Refund value is based on the amount actually paid, not the reference price.

3. Non-refundable reasons that must be stated clearly

- The strategy failed the research or validation standard.
- The customer expected a positive result or profitable strategy.
- The customer changed their mind after the completed report was delivered.
- Market performance changed after the analysis.
- A broker, platform or market condition changed after delivery.
- The customer declines the recommended next step after receiving the agreed deliverable.

4. Refund request process

Customers should request a refund or cancellation through the official QuantWeaver support/contact channel and include the order reference, service purchased, date of purchase and reason for the request. QuantWeaver should acknowledge the request promptly and communicate the decision and any refund amount in writing.

5. Payment disputes and governing law

This policy should sit alongside the Terms of Service and applicable consumer law. Mandatory statutory refund rights prevail where they apply. QuantWeaver should not use this policy to contract out of rights that cannot legally be waived.

6. Legal review

This is a recommended commercial policy, not jurisdiction-specific legal advice. Before public launch, qualified counsel should review the policy for the countries in which QuantWeaver accepts customers, particularly rules governing digital services, subscriptions, distance sales and financial-services marketing.