

Upgrade Credit Policy

Customer policy | Avoiding duplicate charges when a case moves to deeper QuantWeaver work

Customers should not pay twice for the same completed analysis.

1. Purpose

This policy explains how QuantWeaver may credit an earlier paid engagement when the customer upgrades into a deeper service and part of the earlier work can be reused directly.

2. Standard launch policy

Area	Specification
Core -> Deep	If EA X-Ray Core is upgraded to EA X-Ray Deep within 30 calendar days and the same strategy version is submitted, 100% of the amount actually paid for Core is credited against Deep.
X-Ray -> Rehabilitation	If Core or Deep directly leads to a Rehabilitation project within 30 calendar days, QuantWeaver may credit the portion of the diagnostic fee that corresponds to work reused in the Rehabilitation scope. The quote must show the credit explicitly.
Deep -> Validation	Where Deep produced evidence that is directly reusable in Strategy Validation, the validation quote should exclude duplicate work and show any applicable credit or scope reduction.
Changed strategy	If the customer materially changes the strategy, source, parameters, platform or thesis after the earlier service, QuantWeaver may treat the new version as a new engagement because prior evidence may no longer apply.
Expired upgrade window	After 30 days, QuantWeaver may still apply a discretionary credit where the earlier evidence remains current and reusable.

3. Credit rules

- Credits are based on the amount actually paid, not the crossed-out reference price.

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- Credits reduce the next service invoice; they are not cash refunds unless the Refund Policy separately requires one.
- A credit applies only to the same customer and same strategy lineage unless QuantWeaver agrees otherwise in writing.
- Promotional or bundled work can be credited only once.
- The customer receives the credit before approving the upgraded scope.

4. Example

A customer buys EA X-Ray Core during the founding offer for \$99. QuantWeaver recommends Deep. If the customer upgrades within 30 days using the same strategy version, the \$99 actually paid is credited against the \$249 Deep founding price, leaving \$150 due.