

Return Policy

Any terms used in the Return Policy have the meanings given to them in the Data Processing Policy.

In case of any issues related to payment and/or refund requests from our payments, please contact our customer support representatives through our online chat or email at info@arbitragescanner.io.

1. The following refund options may apply depending on the circumstances of your case:

1.1. Partial Refund. If you purchased a 12-month plan, you have 14 (fourteen) days from the date of payment to receive a partial refund for the unused period. Only the unused period will be reimbursed, rounded to the nearest month and at the full tariff cost, without taking into account any discounts.

For the purposes of this section, "unused period" means the remaining time of the active paid period from the date of the refund request. The unused period of the Subscription Plan is rounded up to the nearest full month.

For example, if you request a refund in the first 2 weeks of a 12-month paid subscription, the refund will be for the remaining 11 months. The refund will be calculated as follows: the cost of 1 month of the already used period is deducted from the payment amount. Our website offers a discount for a 12-month subscription plan. When refunding, this discount is canceled, and the calculation is made at the full tariff cost. Thus, you will receive a reimbursement equal to the payment amount for 11 months minus the payment amount for 1 month at the full tariff cost without discounts.

1.2. Refunds are made in the same currency that you paid or its equivalent based on the market rate on the date of refund. Subscription plans paid in cryptocurrency are non-refundable.

1.3. ArbitrageScanner is not responsible for any fees that may be applied by your payment service provider when processing the refund transfer. The fee is paid by you.

1.4. European Union Value Added Tax (EU VAT) is not refundable for used periods

2. There is no refund for Test, Business, Platinum, Enterprise subscriptions lasting 1 and 6 months and a GURU subscription.

3. Refund of Funds for Automatic Debits

3.1. Automatic debits are processed from the Buyer's bank card or other payment instrument in accordance with the terms of the subscription or selected tariff. Refunds for automatic debits are possible only in cases provided for by this Policy and within the deadlines established by the legislation of the Russian Federation (in particular, the RF Law "On Protection of Consumer Rights").

3.2. Funds debited automatically are subject to refund in the following cases:

3.2.1. The debit occurred due to an error (e.g., duplicate payment or debit exceeding the set limit).

3.2.2. The Buyer notified of the intention to terminate the agreement (subscription) before the next debit date, but the debit still occurred.

3.2.3. Violation on the part of the Seller (e.g., unavailability of the service for an extended period without notification).

Refunds are not provided in the case of voluntary confirmation of the debit by the Buyer or if the debit complies with the agreement terms.

3.3. Deadlines and Refund Procedure:

3.3.1. A refund request is submitted in writing via email to info@arbitragescanner.io within 14 (fourteen) calendar days from the date of the debit.

3.3.2. The request must include: proof of payment (receipt, bank statement), a description of the reason for the refund, and contact details.

3.3.3. The Seller reviews the request within 10 (ten) business days from receipt. If approved, the refund is processed to the same payment instrument within 5 (five) banking days.

3.3.4. In case of refusal, the User receives a reasoned notification via email.

3.4. The full debit amount is refunded minus payment system fees (not more than 10% of the amount).

3.5. Refunds do not apply to debits for services actually rendered. In case of disputes, the parties may appeal to the court in accordance with RF legislation.

This clause enters into force upon publication and applies to all automatic debits made after this date. The Seller reserves the right to amend the Policy.