

## Terms & Conditions – Stratheaven Payment Page

Last Updated: 18 November 2025

These Terms & Conditions (“Terms”) govern your purchase, subscription, and use of Stratheaven’s software and services through our payment page (“Payment Page”). By completing a purchase, subscribing, or using our platform, you agree to these Terms.

### 1. Service Description

Stratheaven provides access to a no-code algorithmic trading platform, including tools for building, testing, optimizing, and automating trading strategies. We do not provide financial advice or guarantee results.

### 2. Eligibility

You confirm you are 18+, legally able to enter contracts, and allowed by your local laws to use algorithmic trading tools.

### 3. Account Registration

You must provide accurate information and maintain confidentiality of your login details.

### 4. Payments and Billing

Subscription fees are charged as shown on the checkout page. Subscriptions renew automatically unless cancelled. Payments are processed securely via third-party processors.

### 5. Refund Policy

Stratheaven generally does not offer refunds. However, refunds may be granted in cases of duplicate charges, technical failures, extraordinary circumstances, or refund requests within the 10-day guarantee period.

Refund requests: [support@stratheaven.com](mailto:support@stratheaven.com)

### 6. Cancellation Policy

You may cancel anytime. Access continues until the billing period ends. No partial refunds.

### 7. No Financial Guarantees

Trading involves risk. Past performance does not guarantee future results. You are responsible for your trading decisions.

## 8. User Responsibilities

You agree not to misuse the Service, attempt to reverse-engineer it, or share your login.

## 9. Intellectual Property

All software, branding, and content belong to Stratheaven. You receive a limited license to use the Service.

## 10. Availability of Service

We do not guarantee uninterrupted service or error-free performance.

## 11. Third-Party Services

We are not responsible for third-party terms or failures.

## 12. Limitation of Liability

We are not liable for financial losses, data loss, or indirect damages. Maximum liability is limited to fees paid in the last 30 days.

## 13. Indemnification

You agree to indemnify Stratheaven against claims arising from misuse or violations.

## 14. Termination

We may suspend or terminate accounts for violations or fraud.

## 15. Changes to Terms

We may update these Terms. Continued use means acceptance of changes.

## 16. Governing Law

These Terms are governed by the laws of England & Wales.

## 17. Contact Information

Email: [support@stratheaven.com](mailto:support@stratheaven.com)

Website: <https://stratheaven.com>