

Refund & Cancellation Policy

Company: EasyBTC Technologies LLC

Address: 30 N Gould St Ste N, Sheridan, Sheridan County, WY 82801, USA

Contact: support@easybtc.me

Effective date: 08/26/25

This Refund & Cancellation Policy applies to purchases and subscriptions made on **easybtc.me** for the EasyBTC software (the "Service"). EasyBTC is a **non- custodial SaaS**. This Policy is designed to be compliant with U.S. and Wyoming consumer norms for digital services. Nothing here limits mandatory rights you may have under your local law.

1) Free plan and trials

We offer a free tier / trial features. Use the free tier to evaluate the Service before purchasing a paid plan.

2) Subscriptions and renewals

- Subscriptions are billed **in USD** on a recurring basis (monthly/annual as selected).
 - Subscriptions **auto- renew** unless canceled before the renewal date.
 - You can cancel at any time in your account settings; cancellation stops future renewals. Access remains available until the end of the paid term.
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3) Refunds

We aim to be fair while keeping abuse low. By default:

- **First payment guarantee:** if you're not satisfied, you may request a **full refund within 7 days** of your **first** paid subscription charge.

- **Renewals:** we generally **do not provide refunds** for renewal charges that occur after the cancellation window.
- **Service issues:** if we experience **unplanned downtime exceeding 24 consecutive hours** that materially prevents use, we may provide **service credits** or a **pro- rated refund** at our discretion.
- **Chargebacks:** filing a chargeback may lead to suspension of the account. Please contact support first — we'll help resolve issues quickly.

Note: U.S. (including Wyoming) law does not mandate refunds for delivered digital services; we provide the voluntary 7- day guarantee above to help you evaluate fairly.

4) How to request a refund

Email support@easybtc.me from your account email with:

Subject: Refund request

Body: order ID, date of charge, reason (optional).

We typically respond within **3 business days**.

5) Regional terms

- **EU/UK consumers:** if you are a consumer in the EU/UK, you may have a **14- day right of withdrawal** for distance contracts. By starting to use a **digital service** immediately, you acknowledge the withdrawal right may be lost once the service is fully performed or activated at your request. We still apply our 7- day goodwill policy above.
 - **Sanctions/geo restrictions:** if access is restricted due to legal/geographic reasons (e.g., U.S. persons for certain features), refunds are not provided for periods during which usage is prohibited by law.
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6) Changes to this Policy

We may update this Policy from time to time. We will post the updated version with the new effective date.

7) Contact

Questions? **support@easybtc.me**