



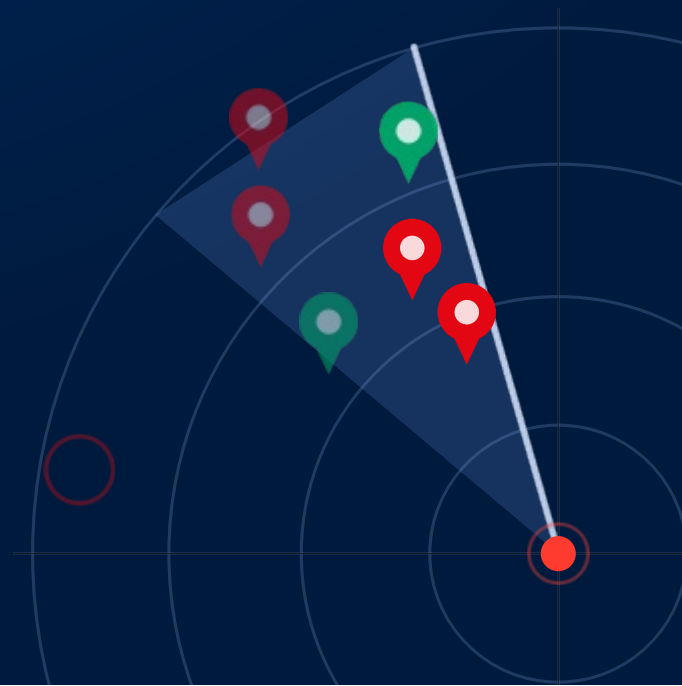
TradeBooster

LEGAL

# Refund and Cancellation Policy

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Last updated: 9 June 2026



This policy explains how cancellations and refunds work for TradeBooster paid subscriptions. It forms part of our Terms of Service. The Service is provided to businesses, not consumers, so the consumer cancellation rights under the Consumer Contracts Regulations 2013 do not apply.

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## 1. Our plans

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We offer a permanent free tier and three paid tiers, billed monthly in advance through Stripe:

- Apprentice: £29 per month
- Pro: £59 per month
- Master: £119 per month

There is no minimum term and no setup fee. Your subscription renews automatically each month until you cancel.

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## 2. Cancelling

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You can cancel at any time from your account settings or the billing portal. When you cancel:

- your plan stays active until the end of the current billing period you have already paid for;
- you will not be charged again; and
- at the end of the period your account moves to the free tier.

You keep access to the paid features until the end of the period you have paid for. We do not charge a cancellation fee.

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## 3. What happens to work we have done

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When your paid subscription ends:

- improvements that form part of your site's reputation, such as listings, citations and structured data we added, are generally left in place, because removing them could harm your visibility;
- ongoing managed work, such as blog posts we publish for you, may be unpublished or stop being maintained; and
- automated fixes through our plugin stop running.

We do this so that cancelling does not damage your site, while making clear that the active service you were paying for has ended. The exact behaviour depends on your tier and the features you were using.

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## 4. Refunds

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Because plans are billed monthly in advance and you can cancel at any time, we do not give refunds for part used months or for time remaining after you cancel. Your access simply continues until the end of the period you have paid for.

We may, at our discretion, offer a refund or credit in specific situations, for example:

- a genuine billing error or duplicate charge;
- a serious failure of the Service that we could not put right; or
- where we are required to by law.

If you think you have been charged in error, contact us within 14 days and we will look into it.

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## 5. Price changes

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If we change the price of your plan, we will tell you in advance. The new price applies from your next renewal after the notice period. If you do not want to continue at the new price, you can cancel before it takes effect.

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## 6. Chargebacks

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If you have a billing concern, please contact us first so we can resolve it quickly. Raising a chargeback without contacting us may lead to your account being suspended while we investigate.

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## 7. Contact us

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For any billing or cancellation question:

- Email: [support@tradebooster.co.uk](mailto:support@tradebooster.co.uk)
- Post: Imperial Connect Limited, 11 St. Marys Drive, Benfleet, England, SS7 1LB