

Cancellation Policy

- Software subscriptions can only be cancelled directly by the Subscriber through the online Customer Portal <https://www.bluewatertrading.net> . The Subscriber is responsible for charges incurred due to delays in cancelling their subscription if required information is left out.
- Software subscriptions must be cancelled directly with Bluewater Trading Solutions. Sending cancellation requests to your Broker **DOES NOT** cancel your platform subscription and the Subscriber is responsible for charges incurred due to delays in cancelling their subscription.
- Software subscriptions are cancelled as they come up for renewal. The date stamp on the cancellation email determines when the cancellation becomes effective and thereafter, at the next renewal time the subscription will be made inactive. We do not refund any prorated amounts of payment when cancelling during the subscription period.
- Any incorrect charges should be challenged in writing by sending an email to accounting@bluewatertradingsolutions.com . Any charges that are older than 6 months from the date Subscriber notifies Bluewater Trading Solutions are not eligible for refund.