



FREEBALLIN™ TRADE MANAGER | PAYMENT TERMS

Effective: 1 October 2026

PAYMENT, SUBSCRIPTION, CANCELLATION & REFUND TERMS

These Payment, Subscription, Cancellation & Refund Terms ("Payment Terms") apply to purchases of FREEBALLIN™ products and subscriptions provided by Freeballin Pty Ltd (ABN 70 696 547 538) ("FREEBALLIN™", "we", "us" or "our").

These Payment Terms should be read together with the FREEBALLIN™ Terms of Use & Licence Agreement, Privacy Policy and any applicable product information displayed at the time of purchase.

By purchasing, subscribing to, accessing or using a FREEBALLIN™ product, you agree to these Payment Terms.

You must be at least 18 years of age to purchase or subscribe to a FREEBALLIN™ product.

1. Pricing and Payment

Prices applicable to FREEBALLIN™ products and subscriptions are displayed on the FREEBALLIN™ website or at checkout before purchase.

The applicable price, currency, billing period, subscription frequency and any applicable taxes or charges will be displayed before you complete your purchase.

Payment is processed through secure third-party payment services. FREEBALLIN™ does not directly process or store your full payment-card details.

You are responsible for ensuring that your account, payment and billing information is accurate and current.

Successful payment does not constitute financial advice, investment advice, trading advice or any representation or guarantee regarding trading performance or financial outcomes.

2. Early Bird, Promotional and Discounted Pricing

FREEBALLIN™ may offer Early Bird, introductory, promotional, affiliate or other discounted pricing from time to time.

Any applicable offer, price, billing period, included products and material conditions will be displayed with the offer or before purchase.

Where a customer subscribes to an eligible monthly Trade Manager subscription at an advertised Early Bird recurring subscription rate, that rate will continue while the qualifying subscription remains continuously active, unless the offer expressly states otherwise.



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If an eligible Early Bird monthly subscription is cancelled, expires or otherwise ceases, the Early Bird rate is not guaranteed if the customer later resubscribes. A subsequent subscription may be charged at the standard price applying at that time.

FREEBALLIN™ may also offer a discounted annual Trade Manager subscription. An annual subscription remains a recurring annual subscription and is not a one-off purchase.

Unless expressly stated otherwise at the time of purchase, a discounted annual subscription price applies only to the initial annual subscription period. At the end of that period, the subscription will automatically renew at the standard annual subscription price applicable to that subscription at the time of renewal.

FREEBALLIN™ may close or withdraw an Early Bird, promotional or discounted offer for new customers at any time. Withdrawal of an offer will not, by itself, affect an existing eligible customer's qualifying Early Bird monthly subscription rate while that subscription remains continuously active.

Unless expressly stated otherwise, promotional or discounted offers cannot be exchanged for cash or retrospectively applied to previous purchases.

3. Trade Manager Subscriptions

FREEBALLIN™ currently offers Lite and Pro Trade Manager subscription options, which may be available on monthly or annual subscription terms.

Your subscription begins when payment is successfully processed and access is activated.

Monthly subscriptions are billed monthly and automatically renew each month unless cancelled before the next monthly billing date.

Annual subscriptions are billed for the applicable annual subscription period and automatically renew for successive annual periods unless cancelled before the next annual renewal date.

By purchasing a recurring subscription, you authorise the applicable payment provider to charge the applicable subscription fee to your selected payment method on each renewal date until the subscription is cancelled.

A discounted initial annual subscription does not convert into a one-off purchase or permanently lock the initial annual promotional price. Unless expressly stated otherwise, subsequent annual periods are charged at the applicable standard annual subscription price.



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Any products, features or benefits included as part of a subscription package form part of that subscription and remain subject to the conditions applying to that package.

4. Included Toolkit Access

The FREEBALLIN™ Toolkit may be included as part of certain qualifying Trade Manager subscriptions.

At the date of these Payment Terms, Toolkit access is included with:

- an active Pro monthly subscription;
- an active Lite annual subscription; and
- an active Pro annual subscription.

Where the Toolkit is provided as part of a qualifying Trade Manager subscription, no separate Toolkit purchase is required.

Toolkit access provided in this manner is a subscription benefit only. It does not constitute a separate purchase, permanent licence or ongoing entitlement to the Toolkit.

Included Toolkit access remains available only while the qualifying subscription remains active and paid.

If the qualifying subscription is cancelled, expires, is terminated or otherwise ceases, access to the included Toolkit will cease at the end of the applicable paid subscription period.

Previous access to the Toolkit through a subscription does not create an entitlement to continued Toolkit access after the qualifying subscription ends.

A customer who wishes to retain Toolkit access independently of a Trade Manager subscription may purchase the Toolkit separately, where available, at the price applying at that time.

5. Standalone Toolkit Purchase

The FREEBALLIN™ Toolkit is also currently available as a standalone one-off purchase.

Where purchased separately, the Toolkit is charged once at checkout and does not automatically create or renew a recurring subscription.

The applicable price and access conditions will be displayed before purchase.



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A standalone Toolkit purchase is separate from Toolkit access provided as part of a qualifying Trade Manager subscription.

Where a standalone Toolkit is purchased at an Early Bird, introductory, promotional or discounted price, the price applies to that qualifying purchase only. Future changes to the standard Toolkit price do not alter the price of a completed standalone purchase.

Access to and use of the Toolkit remains subject to the FREEBALLIN™ Terms of Use & Licence Agreement and any applicable product requirements.

6. Cancellation

You may cancel a monthly or annual Trade Manager subscription at any time through the available FREEBALLIN™ account or subscription-management process.

Cancellation prevents the subscription from renewing for another billing period.

Unless otherwise required by law, cancellation does not terminate or refund the current paid subscription period.

You may continue to access the applicable Trade Manager subscription and any products or benefits included with that subscription until the end of the current paid subscription period.

At the end of that period, access to the Trade Manager and any products, features or benefits provided solely as part of the subscription, including qualifying included Toolkit access, will cease.

Cancellation of an annual subscription prevents the next annual renewal. It does not convert the annual subscription into a monthly subscription and does not create an entitlement to a pro-rata refund for the unused portion of the current annual period, except where required by applicable law.

FREEBALLIN™ does not charge a cancellation fee.

Cancellation must be completed before the applicable renewal payment is processed if you do not want the subscription to renew.

7. Failed or Declined Payments

If a subscription payment is declined, fails or cannot be processed, FREEBALLIN™ or its payment provider may make reasonable further attempts to process the payment.



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FREEBALLIN™ may suspend or restrict access to the Trade Manager, Toolkit or associated subscription benefits while an amount remains outstanding.

FREEBALLIN™ may cancel or terminate a subscription where payment cannot be successfully processed after reasonable attempts.

You are responsible for maintaining valid and current payment information for an active subscription.

Where an Early Bird subscription ceases because payment cannot be successfully processed, continued eligibility for the previous Early Bird rate is not guaranteed if you subsequently resubscribe.

8. Price Changes

FREEBALLIN™ may change its standard prices from time to time.

Changes to standard pricing will not retrospectively alter amounts already paid for a current subscription period or completed standalone purchase.

Where a price change will affect a future renewal of an existing subscription, FREEBALLIN™ will provide reasonable notice where required before the changed price applies.

You may cancel your subscription before the changed price takes effect if you do not wish to renew at the changed price.

Where an eligible monthly Early Bird subscription has expressly been offered at a rate that continues while continuously subscribed, an increase in FREEBALLIN™'s standard pricing will not by itself alter that qualifying Early Bird rate.

An introductory or discounted annual subscription price applies only to the initial annual period unless expressly stated otherwise. Renewal occurs at the applicable standard annual subscription price.

9. Refunds

Except where required by the Australian Consumer Law or another applicable law, FREEBALLIN™ does not provide refunds merely because you:

- change your mind;
- no longer wish to use the product;
- fail to cancel before a subscription renewal;
- do not use the product during a paid subscription period;



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- purchase the wrong product, plan or subscription;
- select an incorrect monthly or annual subscription option;
- provide incorrect account, payment, TradingView, webhook, broker or configuration information;
- incorrectly configure or operate the Trade Manager, Toolkit or a connected service;
- experience trading losses;
- are dissatisfied with trading performance or results;
- experience market movements, slippage, gaps, rejected orders or execution outcomes;
- experience an issue caused by or attributable to a third-party platform or service; or
- decide that the product no longer suits your personal trading approach.

Nothing in these Payment Terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified.

Where you are entitled to a remedy under the Australian Consumer Law or other applicable law, FREEBALLIN™ will provide the remedy required by law.

10. Discretionary Refunds and Customer Error

FREEBALLIN™ may, at its discretion, agree to provide a refund, credit or other adjustment in circumstances where it is not legally required to do so.

A discretionary refund does not constitute an admission of liability, product defect, service failure or ongoing obligation to provide similar refunds in other circumstances.

Where a discretionary refund arises from customer error, change of mind, incorrect purchase, failure to cancel, incorrect information or configuration, or another matter attributable to the customer, FREEBALLIN™ may deduct reasonable non-recoverable fees, charges or transaction costs actually incurred by FREEBALLIN™ in connection with the original transaction or discretionary refund.

Any deduction will be limited to actual reasonable costs incurred and will not apply where doing so would reduce or restrict a refund or other remedy to which the customer is legally entitled.



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11. Nature of the FREEBALLIN™ Products

FREEBALLIN™ Trade Manager and Toolkit are trading software tools.

They do not provide personal financial advice, investment advice, trading advice, financial product recommendations, trading signals or any guarantee of trading results.

FREEBALLIN™ does not determine whether you should enter a trade, which market or financial product you should trade, trade direction, entry, risk, position size, stop placement, take-profit selection or whether a particular trade is appropriate for you.

You remain responsible for your own trading decisions, trade configuration, risk settings, account management and use of the software.

The Trade Manager operates only after you have selected and configured your trade and initiated the relevant functionality.

Software calculations, including chart movements, position sizing and configured trade-management functions, are tools to assist implementation of settings selected by you. They do not constitute financial advice or a recommendation to trade.

No statement, software output, calculation, feature, example, demonstration, educational material, social-media content or other FREEBALLIN™ material should be interpreted as a representation or guarantee that a trade will be profitable or achieve any particular result.

12. Trading Risk and Customer Responsibility

Trading financial products involves risk and may result in partial or total financial loss.

You are responsible for assessing whether trading and your selected settings are appropriate for your circumstances.

You are responsible for checking and confirming all trade settings before initiating a trade or alert, including market, direction, entry, position size, risk, stop, take-profit and trade-management settings.

You are also responsible for monitoring your trading account, available margin, broker positions, TradingView alerts, webhook communications and actual order execution.

Use of FREEBALLIN™ does not remove the need to monitor your trading account or connected services.



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You should test your configuration and connected services before using live capital.

13. Third-Party Platforms, Webhooks and Brokers

FREEBALLIN™ relies on and may interact with independent third-party services, including TradingView, webhook providers, brokers, trading platforms, execution systems, exchanges, internet services, payment providers and other technology.

These third-party services are not controlled by FREEBALLIN™.

Unless expressly stated otherwise, FREEBALLIN™ is independent of these third-party providers and does not act as their agent, representative or partner.

Reference to or compatibility with a third-party service does not constitute a guarantee of that service's availability, compatibility, performance, execution or continued support.

Third-party services may experience outages, delays, latency, connection failures, API changes, webhook failures, rejected communications, duplicated communications, broker rejections, execution delays, partial fills, slippage, price differences, market gaps, maintenance periods or other interruptions.

FREEBALLIN™ does not independently control whether a TradingView alert is generated or delivered correctly, whether a webhook provider receives or processes a message, whether a broker accepts an instruction, or whether an order is executed at a particular price or at all.

You are responsible for maintaining and correctly configuring your third-party accounts and for complying with the terms, requirements and restrictions imposed by those providers.

14. Third-Party Interruptions and Availability

The availability and operation of FREEBALLIN™ products may depend partly on services, infrastructure or technology supplied by third parties.

FREEBALLIN™ does not guarantee uninterrupted, error-free or continuous availability of third-party systems or connections.

Temporary outages, maintenance, internet failures, TradingView interruptions, webhook-provider interruptions, broker outages, API changes or other circumstances outside FREEBALLIN™'s reasonable control do not, by themselves, constitute a failure by FREEBALLIN™ or automatically create an entitlement to a refund.



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Where FREEBALLIN™ becomes aware of a material issue affecting its ability to provide a paid service, it will take reasonable steps appropriate to the circumstances.

Nothing in this section limits any right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable law.

15. Changes to Third-Party Services or Compatibility

Third-party platforms may change their products, APIs, alert systems, webhook requirements, broker integrations, technical specifications, pricing, policies or availability without FREEBALLIN™'s control.

FREEBALLIN™ may update, modify, suspend or discontinue an integration or feature where reasonably necessary because of a third-party change, technical requirement, security issue, regulatory requirement or other circumstance affecting continued operation.

Where a change materially affects a paid subscription, FREEBALLIN™ will provide reasonable notice where practicable and will deal with any applicable customer rights in accordance with Australian law.

FREEBALLIN™ does not guarantee that any particular third-party platform, broker, webhook provider or integration will remain available indefinitely.

16. No Guarantee of Trading or Financial Outcomes

Payment for or use of a FREEBALLIN™ product does not purchase or create any guarantee of profitability, trading success, investment performance, execution performance or financial outcome.

Trading results depend on matters outside FREEBALLIN™'s control, including your decisions and configuration, market conditions, volatility, liquidity, broker execution, slippage, spreads, gaps, connectivity and third-party systems.

Past examples, demonstrations, hypothetical trades, educational examples, screenshots or other illustrations are not guarantees or predictions of future performance.

The subscription fee or purchase price relates solely to access to the applicable FREEBALLIN™ software product or licence and not to any particular trading result.

17. Chargebacks and Payment Disputes

If you believe a payment has been charged incorrectly, you should contact FREEBALLIN™ so the matter can be investigated.



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FREEBALLIN™ may suspend or restrict access associated with a payment that has been reversed, charged back, disputed as unauthorised or reasonably suspected to be fraudulent while the matter is investigated.

Where a payment is validly reversed or remains unpaid, FREEBALLIN™ may terminate the associated subscription or product access.

Nothing in this section prevents you from exercising a lawful right to dispute a transaction or seek a remedy.

18. Taxes, Currency and External Charges

Prices will be displayed in the applicable currency before purchase.

Your bank, card issuer, payment provider or other financial institution may independently apply currency-conversion, foreign-exchange, international-transaction or other charges.

Those third-party charges are not imposed or controlled by FREEBALLIN™.

Any GST or other taxes required to be charged by FREEBALLIN™ will be dealt with in accordance with applicable law and displayed or included as required.

19. Changes to These Payment Terms

FREEBALLIN™ may update these Payment Terms where reasonably necessary to reflect changes to its products, subscription arrangements, payment processes, business operations, third-party services or legal requirements.

The current version will be made available through the FREEBALLIN™ website.

Changes will not retrospectively alter amounts already paid or remove rights or remedies that cannot lawfully be excluded.

Where a change materially affects an existing paid subscription, FREEBALLIN™ will provide reasonable notice where required and the change will apply prospectively.

20. Australian Consumer Law

Nothing in these Payment Terms is intended to exclude, restrict or modify any consumer guarantee, right or remedy under the Australian Consumer Law or other applicable law that cannot lawfully be excluded, restricted or modified.

Where FREEBALLIN™ is required by law to provide a refund, cancellation, replacement, rectification or other remedy, FREEBALLIN™ will provide the remedy required by law.



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21. Contact

Questions concerning payments, subscriptions, cancellations or refunds can be directed to:

Freeballin Pty Ltd

ABN 70 696 547 538

Website: www.freeballin.com.au

Email: teams@freeballin.com.au

IMPORTANT DISCLAIMER

Trading financial products involves risk and may result in financial loss. FREEBALLIN™ Trade Manager is a trading software tool and does not provide personal financial advice or guarantee trading results. You are responsible for your own trading decisions and trade settings.

No more babysitting those charts...