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We would like to draw your attention to the following important investment warnings.

- a) The value of shares and investments and the income derived from them can go down as well as up;
- b) When speculating on derivatives losses can exceed deposits;
- c) Investors may not get back the amount they invested and furthermore losses can exceed deposits – substantial losses greater than your capital are a real risk;
- d) Past performance is not a guide to future performance;
- e) Some instruments, such as derivatives, may be disproportionately impacted by changes in the underlying instruments on which they are based, and as such are particularly high risk investments;
- f) For some of the instruments covered in our research price discovery and liquidity may, from time to time, be impacted by market conditions, making it hard to deal in those instruments or ascertain their correct market value.

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Membership level access would remain available for streaming for one year after the date of purchase of that level.

BILLING

By starting your Membership, you authorise us to charge you the Membership Fee that is set out in the Packages (249 EUR Beginner's, 999 EUR Intermediate, 1499 EUR Trader, 2499 EUR Elite) list of our website. The Membership will be charged upfront before access to the applicable content is made available. The name "quas.co.uk" will appear on your bank statement after the purchase.

CANCELLATION

All Membership Fees are fully earned upon payment and are non-refundable except during the first 30 days since the beginning of the Membership under the condition that you have viewed no more than 50% of the lessons made available to you in the Trading Essentials, Technical Trading and Strategic Trading courses.

You can request a refund by emailing us at support@quas.co.uk stating your wish to receive a refund and your full name. We will carry out the reimbursement using the same means of payment as you used for the initial transaction.

Once we receive your cancellation request, you will cease to have access to the site immediately.

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 1. Service active sp. z.o.o. is committed to the highest level of service and client satisfaction.
 2. Any dissatisfaction in connection with Services, feedback or voicing a client's opinion can be registered as a complaint. See instructions below.
 3. Service Active sp. z.o.o. is committed to treating you with respect and transparency, and handling the complaint fairly, providing a response in a timely manner.>
 4. The response shall strive to be constructive, and include an explanation and reasoning when possible.>
2. How to register a complaint?
 1. Provide and identify information about yourself.

2. Send your complaint via email to: support@quas.co.uk Please state “complaint” in the subject.
3. Stage one: complaint investigation.
 1. Our staff will examine the complaint within 7 business days.
 2. Company response will be delivered to Claimant by email, or by certified mail.
 3. In special circumstances, the company may add additional 7 days to the examination period above. The claimant will be informed as to the reason of the delay.

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- d) to distribute, download, upload or transmit any material which contains viruses, trojan horses, worms, or any other harmful or detrimental programs;
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- b) maintain the security of your password and identification;
- c) maintain and promptly update the Registration Data, and any other information you provide to quas.co.uk, to keep it accurate, current and complete;
- d) accept all risks of unauthorised access to the Registration Data and any other information you provide to quas.co.uk.

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- b) the use of, inability to use, or reliance upon any content or other site materials on or offered through the site or any website or websites linked to the site;
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2. Harvesting or otherwise collecting information on other users of the site.
3. Sending advertising or promotional material, spam, chain letters, junk e-mail, direct marketing, surveys or contests.
4. Impersonating another person.
5. Harassing or stalking any user of the site.

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