

Refund Policy

Last Updated: August 1, 2025

By using our services and engaging in transactions with the Provider, you acknowledge and agree to the Terms and Conditions outlined in our Refund Policy. Your acceptance of this Policy is essential to the use of our services and the initiation of refund requests.

We are committed to delivering exceptional service to our customers. If you believe that you have received a substandard service from us, we have established the following refund policy to address such situations:

1. Eligibility Criteria

1.1. To be eligible for a refund under our Substandard Service Refund Policy, the following conditions must be met:

1.1.1. **Lack of Good Service:** The service received must fall significantly below the standards promised or expected.

1.1.2. **Time Frames:** The issue causing dissatisfaction should be reported within 3 working days from the date the service was provided. Requests made after the specified period may not be eligible for consideration.

1.1.3. **Valid Grounds for Refunds:** Refunds will only be considered for valid grounds, such as billing errors, overcharges, discrepancies in the provision of services, or if the user has not engaged in any trading activities on the simulation account.

1.1.4. **Supporting Documentation:** All refund requests must be accompanied by detailed supporting documentation, including but not limited to proof of purchase, evidence of service deficiencies, and any other materials requested by the Provider. Incomplete submissions may result in automatic denial of the refund request.

1.1.5. **Refund to the Original Payment Method:** Refunds can only be made to the original payment method. The refund cannot be received by another person.

1.1.6. **Compliance with Terms and Conditions:**

Customers must fully comply with all Terms and Conditions of their agreement with the Provider. Any breach of these terms and conditions automatically disqualifies the customer from eligibility for a refund.

1.2. If these criteria are not met, the Provider reserves the right to refuse to fulfill the refund.

1.3. If you have any questions about the Refund Policy, please contact us by email at support@onefunded.com.

2. Restriction of Refunds After Purchase

2.1. Once a purchase or transaction has been completed, there are certain limitations and restrictions that apply to refund requests. It is essential for customers to be aware of these restrictions when considering a refund:

2.1.1. **Time Limitation:** Refund requests are typically subject to specific timeframes as outlined in our Refund Policy. Once this timeframe has passed, it will not be possible to initiate a refund.

2.1.2. **Exceptional Cases:** Refunds can only be carried out in exceptional cases fitting the Eligibility Criteria.

3. Compensation for Unused Services

3.1. If a customer has purchased access to the simulation platform but has not initiated any trading activities, they may request a refund within 3 working days of purchase. This refund request must comply with the conditions set out in this Refund Policy.

3.2. Requests for refunds under this clause must be submitted to support@onefunded.com and will be reviewed based on the lack of trading activity.

4. Compensation After the Assessment

4.1. The access fee may be reimbursed to a qualified trader after completing the Assessment by the Provider's partner and is not considered a refund as per §14 of the Terms and Conditions.

4.2. The Client acknowledges that they are not entitled to request a refund of the access fee from the Provider after engaging in trading activities.

5. Discretionary Refunds

5.1. Some refund requests may be subject to discretionary review by our team. Discretionary refunds are provided as a goodwill gesture and are not guaranteed. The Provider reserves the right to assess each case individually and deny discretionary refunds without obligation to provide detailed justification.

6. Refund Process

6.1. Our refund process is designed to provide a fair and efficient mechanism for customers who meet the eligibility criteria to request and receive refunds. Here's an overview of our refund process:

6.1.1. **Request a Refund:** Customers who believe they are eligible for a refund must initiate the process by submitting a formal refund request through the contact email: support@onefunded.com.

6.1.2. **Review and Decision:** Upon receiving a refund request, our dedicated refunds team will review the request and assess its validity based on the eligibility criteria set forth in our Refund Policy. This may involve requesting additional information or documentation from the customer.

6.1.3. **Notification about the Decision:** We will promptly notify the customer of the outcome of their refund request. This notification may include whether the request has been approved or denied, along with any relevant details or explanations.

6.1.4. **Refund Approval:** If the refund is approved, we will proceed with the refund process. The timing and method of refund disbursement will typically align with the terms specified in our Refund Policy.

6.1.5. **Refund Denial:** If the refund is denied, the request does not meet the eligibility criteria, or there are other valid reasons for denial, we may provide a clear explanation to the customer regarding the decision. The decision regarding the refund is final and not subject to appeal.

6.1.6. **Communication and Transparency:** Throughout the refund process, we aim to maintain open and transparent communication with the customer, providing updates and information as necessary to ensure a clear understanding of the process and the status of their request.

6.1.7. **Full Refund:** A full refund of the service fee will be processed to the original payment method.

6.2. Refunds will be processed within 30 business days from the date of approval. Customers acknowledge that processing times may vary depending on the original payment method and the Provider's payment processing partners.

6.3. Please refer to our Refund Policy for specific details, timelines, and any additional procedures related to the refund process. If you have any questions about the Refund Process, please contact us by email at support@onefunded.com.

7. Exclusions

7.1. Refunds are not applicable to transactions or purchases that do not meet the eligibility criteria as defined in our Refund Policy. It is the responsibility of the customer to ensure that their request aligns with the specified conditions for refunds.

7.2. Refunds will not be granted for transactions or services in cases of willful misuse, abuse, or fraudulent activities, as determined by our team. This includes but is not limited to any attempt to deceive, manipulate, or exploit our refund process.

7.3. Customers are expected to comply with the terms and conditions of their agreement with the Provider. Failure to do so may result in the exclusion of refund eligibility.

7.4. **Force Majeure:** We cannot provide refunds for events or circumstances that are beyond our control and are considered force majeure events. Such events may include natural disasters, acts of terrorism, or other unforeseen and uncontrollable incidents.

7.5. Services or products that have been customized or personalized to meet the specific preferences or requirements of the customer may not be eligible for refunds, unless there are exceptional circumstances.

7.6. Refunds may be excluded for digital goods, downloads, or electronically delivered products once they have been accessed or downloaded, as specified in our Refund Policy.

8. Supporting Information

8.1. In order to facilitate the refund process, customers must provide the following documentation:

8.1.1. Details of the service received and the specific areas that were substandard.

8.1.2. Any relevant supporting evidence, such as photographs, videos, or documentation that highlights the quality issues.

8.1.3. Transaction details.

8.1.4. Proof of purchase.

8.1.5. Description of the issue.

8.1.6. Your contact information.

8.1.7. Account information (if applicable).

8.1.8. Your consent to verify you.

8.2. Please note that the specific documentation and information required may vary depending on the nature of your refund request and the terms outlined in our Refund Policy. Providing complete and accurate documentation will assist us in expediting the review process and ensuring that your refund request is assessed fairly and promptly.

8.3. We may request proof of your identity as well as the basis for executing such a request to accept your refund request.

9. Changes to this Refund Policy

9.1. The Provider reserves the right to modify or update this Refund Policy at any time without prior notice. Changes will become effective upon posting on the Website or through other communication channels. It is your responsibility to review this Refund Policy periodically for any changes. Continued use of services after any changes constitutes acceptance of the revised terms.

9.2. By continuing to use the Services after any modifications to the Refund Policy, you acknowledge your acceptance of the revised terms. If you do not agree with the changes, you should cease using our services.

9.3. The Provider may also provide notice of significant changes to the Refund Policy through email or other communication methods to ensure that you are aware of such changes.

10. Chargebacks

10.1. A chargeback is a process that allows a customer to dispute a transaction made through their payment card issuer. While we are committed to addressing refund requests through our established refund process (as outlined in our Refund Policy), customers should be aware of the following important considerations related to chargebacks.

10.2. We strongly encourage customers to contact our customer support team and utilize our internal dispute resolution procedures to address any issues or concerns related to a transaction before initiating a chargeback. Please contact us first.

10.3. A chargeback should generally be considered a last resort when all other attempts to resolve a dispute have been exhausted. Initiating a chargeback without prior communication may delay the resolution process.

10.4. It is important to be aware that initiating a chargeback without prior communication with the Provider may result in account suspension, termination of services, and additional fees or penalties. Customers are responsible for reimbursing any fees incurred by the Provider due to unauthorized chargebacks.

10.5. Chargebacks may involve associated fees or costs imposed by payment card issuers or financial institutions. Customers should be aware of these potential costs before proceeding with a chargeback.

10.6. In the event that any fees are charged to the Provider for a chargeback initiated without prior notification to us, the Client agrees to compensate for these fees in the prescribed manner.

11. Contact Information

11.1. Customers are encouraged to contact customer support immediately upon experiencing any issues. Early communication can facilitate quicker resolutions and may reduce the need for refund requests. If you have any questions about this Refund Policy, please contact us by email at support@onefunded.com