

Refund Policy

Right to Withdraw: You have the right to withdraw from these General Terms and Conditions (GTCs) without providing a reason within a period of fourteen (14) days from the date of execution of these GTCs, provided you have not commenced any trading activities as defined below. **PLEASE NOTE** that if you begin performing any demo trades or engage in any trading activities before the expiration of the fourteen (14) day withdrawal period, you will forfeit your right to withdraw from these GTCs.

- ❑ **Clarification Regarding Demo Trades:** For clarity, if you do not perform any trading activity (i.e., no trade orders have been placed) during the fourteen (14) day period after payment of the Fee, you may request to cancel and receive a refund. This is conditional on your account being deemed inactive, meaning no trades have been executed during thirty (30) days. If you do perform any trading activity within this period, you will forfeit the right to a refund or cancellation.
- ❑ **Withdrawal Process:** To exercise your right to withdraw, you must send a withdrawal request to the Company by email at support@clearfunded.com within the fourteen (14) day withdrawal period. The request should clearly state your intent to withdraw from these GTCs. Upon receipt of your valid withdrawal request, the Company will process the refund of all paid fees, subject to the terms herein, without undue delay
- ❑ **Refund Method:** Refunds, if applicable, will be processed using the same payment method originally used by you for the transaction, unless otherwise agreed between the parties. The Company is not responsible for any delay caused by third parties (e.g., payment providers or banks).
- ❑ **Exceptions:** Notwithstanding the provisions stated, your right to withdraw from these GTCs may not apply under certain conditions. In particular, if the services have already been fully performed or if you have taken any action that could reasonably be interpreted as a waiver of your withdrawal right, including but not limited to commencing trading activities or other services covered by these GTCs, this right may no longer be valid.
- ❑ **Consequences of Withdrawal:** Upon withdrawal, the contractual relationship between the User and the Company will terminate, and the User will no longer be entitled to access the Services or receive any further benefits under these GTCs. Any payment made by the User for services not yet provided will be refunded in accordance with the conditions above, subject to the Company's discretion and the User's compliance with the necessary procedures.

Defective Performance and Remedies: If the Services fail to meet the agreed standards or are not provided as specified, the User may exercise their rights regarding defective performance. The Company does not provide any guarantees regarding the quality of the Services, as stated in clause 16 of the GTCs. The User must notify the Company promptly of any defects by emailing support@clearfunded.com, providing a detailed description of the issue.