

Refund Policy

Once the payment for your evaluation plan is officially confirmed, you will receive an email with the login details to access your evaluation. After this information is emailed to you, no refunds will be issued.

In special cases, if you notify us early and no trades are placed on the account within the first 14 days, we will be willing to work with you and provide a refund. For assistance in this type of scenario, you can contact our live support.

Disclaimer: This is decided on a case-by-case basis, with no guarantee of refunds being available after purchase.

Dispute Policy

As part of the TOU agreement, traders agree that chargebacks will not be used after any activity has been made on the traders' behalf, whether in the challenge or funded stage, accepting any inherent risk of the program. Any bank dispute after the utilization of the services will be referred to collections.

If an issue arises with a trader and the company determines that no payment is warranted, the company reserves the right to refund only the value of the trial without granting the trader any further claim rights. Additionally, the company will consider the commercial relationship with the trader in question permanently terminated. By accepting the refund, the trader expressly waives any right to claim or additional payment related to the disputed transaction. This decision will be final and not subject to review or appeal by the trader.

Should a trader make a fund withdrawal exceeding \$4000 dollars and the company determines, at its sole discretion and judgment, that such trading activity is considered toxic or unfavorable from the company's perspective, the company reserves the right to proceed with a full refund and terminate the commercial relationship with the trader without any claim rights from the trader. The company shall not be obliged to provide a detailed explanation regarding the decision taken. This provision shall be effective without prejudice to any other terms or conditions set forth in the agreement between the company and the trader.

Refunds After Successful Completion Of The Evaluation:

We do not offer refunds of the challenge fee for our 1-Step program. Traders are rewarded solely for their performance during the funded stage. It must adhere to all the rules outlined in our Frequently Asked Questions (FAQ) section and comply with our terms and conditions.

Acceptance of this policy

It is your responsibility to familiarize yourself with this refund policy. By placing an order for any of our challenges, you indicate that you have read this refund policy and that you agree with and fully accept the terms of this refund policy.

Link Reference Clause:

All reference links mentioned in this document pertain to the following resources:

The terms and conditions outlined at the bottom of our website:

<https://fundingcapitalfx.com/wp-content/uploads/2025/05/FundingCapitalfx-TC.pdf>

Any content found on fundingcapitalfx.com