

The logo for eyeFG features a stylized eye with a glowing yellow center and concentric rings in shades of teal and blue. The text "eyeFG" is positioned to the right of the eye graphic.

eyeFG

***REFUND
POLICY***

Version Control

Document Owner: **EyeFG Ltd**

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1.0	2025	<i>Creation of Policy</i>

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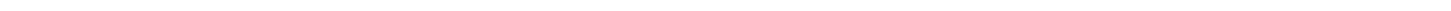
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1. Eligibility for refunds

The purchase fee for participation in our programs covers access to our trading simulations, assessments and administrative support. This fee is non-refundable after purchase, except in specific cases outlined in this policy.

2. Account Reset Fees

If a user fails an evaluation or needs to reset their account to continue in the program, additional fees may apply. Such reset fees are also non-refundable, as they cover the setup and maintenance of a new evaluation or trading simulation.

3. Exceptional Circumstances:

Refunds may be considered under specific conditions, such as technical errors caused by our systems that materially impact your ability to complete an evaluation. Refund requests under these circumstances must be submitted in writing within seven days of the issue. All decisions regarding refunds in exceptional circumstances are final.

4. Program Withdrawals and Disqualifications:

In cases where an account is deactivated due to a breach of trading or conduct rules, no refunds will be issued. Violations include, but are not limited to, prohibited trading techniques, unauthorized access attempts, or other breaches of our terms.

5. Challenge Evaluation Refund:

Refunds are applicable only after the successful completion of the Classic or Quick evaluation challenge and the third withdrawal request. The refund will be processed alongside the third payout.

6. Chargebacks

Users agree not to initiate any chargeback requests related to payments made, whether via credit card or other payment methods, without first contacting EyeFG Ltd. In such cases, users must provide complete information regarding the intended chargeback claim. If a chargeback claim is filed, EyeFG Ltd reserves the right to suspend any Membership or Evaluation Accounts held by the user. Moreover, if a chargeback is initiated—regardless of the outcome—EyeFG Ltd may seek to recover any funds previously disbursed in connection with the user's Membership or Evaluation Accounts. Users also agree to cover all expenses incurred by EyeFG Ltd in defending against such claims, including all legal costs.

7. Refund Processing:

Approved refunds are processed through the original payment method within 2 business days of approval.

8. Changes/Updates of Policy

EyeFG Ltd reserves the right to modify or revise this Refund Policy at any time. Any updates will take effect immediately upon their publication on our website. By participating in our programs, users agree to comply with the terms outlined in this Refund Policy. For any inquiries related to this policy, please reach out to our Customer Support team.