



# TRADEMAKERS — REFUND & DISPUTE RESOLUTION POLICY

**Last Updated:** November 30 2025

This Refund & Dispute Resolution Policy explains the conditions under which refunds may be issued, how disputes are handled, and your rights and responsibilities when purchasing or using TradeMakers Services.

By purchasing a program or using our platform, you agree to this Policy, our Terms of Service, and our Arbitration Agreement.

## 1. ALL SALES ARE FINAL

All fees paid to TradeMakers — including but not limited to:

- Evaluation programs
- Instant funding programs
- Account resets
- Add-ons
- Platform access fees
- Subscription fees (if applicable)
- Promotions and discounted purchases

— are **non-refundable**, except where required by law.

TradeMakers provides immediate digital access upon purchase, including:

- Platform credentials
- Market data
- Simulated trading environment
- Trading rules
- Onboarding resources

This constitutes **full delivery of the digital product**, and therefore **refunds are not issued**.



## **2. ELIGIBLE REFUNDS (LIMITED CASES)**

Refunds may only be granted under the following strict conditions:

### **2.1 Duplicate Charges or System Errors**

If you were charged twice for the same purchase or experienced a verified billing error, a refund may be issued upon review.

### **2.2 Failed Payment Processing**

If your card or payment method was charged but access was not provided due to a technical failure on our side.

### **2.3 Statutory Cooling-Off Laws**

If your jurisdiction provides mandatory digital-goods refund rights **and** you have:

- Not logged into the platform
- Not opened the trading dashboard
- Not used or accessed any proprietary content
- Not activated your account

Once your account is accessed or activated, the cooling-off right expires.



## 3. NO REFUNDS UNDER THE FOLLOWING CONDITIONS

Refunds **will not** be issued if:

- You accessed the dashboard or platform
- You placed any trades
- You violated trading rules
- You failed or breached an evaluation
- You completed the evaluation unsuccessfully
- You were terminated for rule violations
- You changed your mind
- You misunderstood program requirements
- You purchased accidentally
- You expected real-money trading
- You failed to read our Terms, Rules, or Disclaimers
- You claim dissatisfaction after use
- Your account was suspended for fraud, multi-accounting, or suspicious activity

Digital access and interaction with the platform constitutes **full consumption** of the product.

## 4. CHARGEBACK & PAYMENT DISPUTE POLICY

By purchasing from TradeMakers, you agree:

### 4.1 No Chargebacks Allowed

You may **not** initiate a chargeback through your bank, card issuer, or payment processor **for any reason** once:

- Access to the platform is provided
- Login details are delivered
- Testing environment is activated



## 4.2 Filing a Chargeback = Policy Violation

Initiating a chargeback will result in:

- Immediate account termination
- Permanent ban from all TradeMakers programs
- Forfeiture of payouts and profit splits
- Reversal of funded account eligibility
- Submission of relevant records to processors for fraud review

## 4.3 Recovery & Collections

We reserve the right to recover disputed amounts through:

- A collections agency
- Direct billing
- Civil claim
- Arbitration award enforcement

TradeMakers will provide payment processors and arbitration bodies with:

- Proof of digital delivery
- IP logs
- Login timestamps
- Activity logs
- Trading data
- Access records



## 5. DISPUTE RESOLUTION REQUIREMENT

All disputes, including payment disputes, must be resolved through **binding arbitration**, as specified in the:

- Terms of Service
- Arbitration Agreement
- Class Action Waiver

You **waive the right** to:

- File a lawsuit against TradeMakers
- Participate in a class action
- Pursue disputes through your bank

All dispute matters must be brought individually through arbitration.

## 6. ACCOUNT TERMINATION & REFUNDS

Refunds will **not** be provided if your account is terminated for:

- Violating trading rules
- Fraudulent activity
- Chargeback attempts
- Abusing the platform
- Providing false KYC information
- Multi-accounting behavior
- Violations of the Terms of Service

Violations void all refund eligibility immediately.



## 7. HOW TO REQUEST A REFUND (IF ELIGIBLE)

If you believe you qualify for a refund under Section 2:

Email [support@thetrademakers.com](mailto:support@thetrademakers.com) with:

- Full name
- Email used on the account
- Transaction ID
- Date of charge
- Reason for request

Refund reviews take **5–10 business days**.

Providing inaccurate or incomplete information may delay or void the request.

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## 8. PAYMENT PROCESSING & THIRD-PARTY PROVIDERS

Payments may be processed by:

- Stripe
- Paytcko
- PayPal
- Crypto processors
- Alternative payment gateways
- Other licensed vendors

These providers may collect additional information.

Your use of their services is governed by their respective Privacy Policies.



## 9. FRAUD, ABUSE & MANIPULATION POLICY

TradeMakers reserves the right to:

- Investigate suspicious behavior
- Deny or reverse a refund
- Terminate accounts
- Withhold payouts
- Report cases to relevant authorities
- Implement anti-fraud blocks
- Use device/IP fingerprinting

Fraudulent refund requests may result in full legal action.

## 10. CONTACT INFORMATION

For questions about refunds or disputes:

**The Trade Makers**

✉ Support: [support@thetrademakers.com](mailto:support@thetrademakers.com)

🌐 <https://thetrademakers.com>