

Refund Policy

Effective Date: June 2025

1. Overview

At BTF Prop Funding, we are committed to providing high-quality trading evaluation services. This Refund Policy explains the circumstances under which refunds may be requested and how they are handled across our programmes and services.

All fees paid to BTF Prop Funding are allocated toward operational costs, including technology, staffing, platform access, and business operations. These fees are not deposits, investments, or trading capital and are **generally non-refundable**, except as expressly outlined in this policy.

2. General Policy — No Refunds After Access

All programme fees paid to BTF Prop Funding are **final and non-refundable** once evaluation account credentials have been issued and access has been delivered to the Trader. This applies regardless of whether the Trader:

- Chooses not to begin or complete the evaluation
- Fails to meet profit targets or risk parameters
- Has their account terminated due to a breach of trading rules, including drawdown violations or prohibited behaviour
- Requests cancellation after credentials have been issued
- Is dissatisfied with the outcome of the evaluation
- Experiences losses due to market conditions or personal trading decisions

Programme fees are charged for access to our evaluation environment, technology infrastructure, and performance-assessment services — not for guaranteed outcomes or trading capital.

3. Circumstances Where a Refund May Be Considered

Refunds may be considered **only** in the following situations:

3.1 Technical Issues Preventing Access

If verified technical issues on BTF's side prevent access to your evaluation account for more than 48 consecutive hours after credentials have been delivered, you may be eligible for a refund or account extension. You must report the issue promptly by contacting **support@btfpropfunding.com** with supporting evidence.

3.2 Duplicate Payment

Verified duplicate payments will be refunded once confirmed. If you believe you have been charged more than once for the same programme, contact support immediately to expedite processing. Refunds for duplicate charges are issued within 10 business days of verification.

3.3 Unauthorized Transaction

If you believe a charge was made without your authorization, contact us immediately at **support@btfpropfunding.com**. Verified unauthorized charges will be refunded following a full investigation. Reports must be submitted within **14 calendar days** of the transaction date.

4. Partial Refunds

In limited circumstances, partial refunds may be offered at the sole discretion of BTF Prop Funding, including:

- Where a service was partially delivered due to a technical failure on BTF's side
- Where a programme was purchased but not yet accessed, and a written cancellation request is received within 14 days of purchase

All partial refunds are determined solely at the discretion of BTF Prop Funding. Approval of a partial refund in one case does not set a precedent or guarantee the same outcome in future cases.

5. How to Submit a Refund Request

To submit a refund request, please follow these steps:

- Email **support@btfpropfunding.com** with the subject line: "Refund Request – [Order ID]"
- Include your full name, registered email address, order ID, date of purchase, and a clear description of the reason for your request
- Attach any relevant supporting documentation (e.g., payment receipts, screenshots of technical errors, or correspondence)
- Submit your request within **14 calendar days** of the original purchase date

BTF Prop Funding will acknowledge receipt of your request within 2 business days and provide a final decision within 10 business days of receiving all required documentation.

Support Hours: Monday – Friday, 9:00 AM – 6:00 PM (UTC)

Email: support@btfpropfunding.com

6. Chargebacks and Payment Disputes

Initiating a chargeback or payment dispute without first contacting BTF Prop Funding support may result in:

- Immediate suspension of your account
- Permanent disqualification from all current and future BTF programmes
- Reporting of the dispute to our payment processors

If a chargeback is initiated after services have been delivered, BTF Prop Funding reserves the right to pursue recovery of funds and restrict future access to the Platform. We encourage all Traders to contact our support team before initiating any dispute with their payment provider.

7. Refund Conditions and Limitations

- Refunds are limited to the original purchase amount
- Processing or currency conversion fees may be deducted from the refunded amount
- Repeated refund requests for the same service may be denied
- Refunds are issued in the original purchase currency
- Evaluation programmes: eligible within 14 days of purchase only if the account has not been accessed
- Reset and retake fees are non-refundable under all circumstances once access has been granted
- Accounts terminated due to trading rule breaches are not eligible for refunds

8. Refund Method

Approved refunds will be returned to the original payment method used at the time of purchase. BTF Prop Funding is not responsible for exchange rate fluctuations or any fees charged by your bank or payment provider during the refund process.

9. Modifications to This Policy

BTF Prop Funding reserves the right to modify this Refund Policy at any time. Updates will be posted on this page with a revised effective date. Continued use of our Platform following any update constitutes your acceptance of the revised policy.

10. Contact

For refund requests or questions about this policy, please contact:

Email: support@btfpropfunding.com

Business Hours: Monday – Friday, 9:00 AM – 6:00 PM (UTC)

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All accounts are demo accounts operating in a simulated environment. Programme fees are not deposits or trading capital.