

Refund Policy

In this Refund Policy, “us,” “our,” and “we” shall mean itafx.com t/a INSTITUTIONAL TRADING ACADEMY (“ITA”).

Refunds Post-Purchase

Once a purchase has been made and the evaluation credentials have been emailed to the customer, no refunds under any circumstances will be accepted. Customers have the ability to fully clarify any questions with the customer service prior to joining the company. All sales are final.

Acceptance of this Policy

It is the trader’s responsibility to familiarize themselves with this Refund Policy. The terms of this Refund Policy, together with our Evaluation Terms and Conditions, are incorporated into the trader’s contract with us for the purchase of ITA Evaluations. By placing an order for the purchase of any ITA Evaluation, the trader indicates they have read this Refund Policy and agree with and fully accept its terms. If the trader does not agree with or fully accept the terms of this Refund Policy, the trader is prohibited from placing an order with ITA. Please contact us at support@itafx.com (<mailto:support@itafx.com>) for any questions regarding our refund policy.

Chargebacks

The trader expressly agrees not to make any chargeback claims on any payments made to ITA, whether by way of credit card or any other payment channel, without first contacting ITA. In any such situation, the trader expressly agrees to provide ITA with full details relating to the intended chargeback claim. If the trader makes a chargeback claim, ITA shall at all times be entitled to suspend any Membership Accounts or Evaluation Accounts that the trader may hold and suspend the payments of any profit split payments from such accounts to the trader. If the trader makes a chargeback claim, ITA shall be entitled to recover from the trader any amounts paid by ITA to the trader in respect of any Membership Accounts or Evaluation Accounts the trader may hold, including but not limited to any and all profit split payments. If the trader makes a chargeback claim, whether successful or not, the trader expressly agrees to pay for all costs incurred by ITA in respect of defending such chargeback claims, including but not limited to all legal fees.

Changes to this Policy

We reserve the right to update or change this Refund Policy at any time. Any changes will be effective immediately upon posting on our website. By shopping with ITA, the trader agrees to abide by this Refund Policy. Please contact our Customer Support team at support@itafx.com (<mailto:support@itafx.com>) with all questions regarding this Refund Policy.