



Refund Policy

In this Refund Policy, “us,” “our,” and “we” shall mean Alpha Funder (Pty) Ltd. (trading as Alpha Funder); registered office at 266 Brooks Street, Pretoria, South Africa; and Enterprise Number: 2024 / 221857 / 07.

Refunds Post-Purchase

Once a purchase has been made, the challenge credentials have been emailed to the customer, and the customer places their first demo trade (i.e. uses the fully-delivered product), no refunds will be issued under any circumstances, except as provided below.

If you were directed to Alpha Funder through direct marketing, you are entitled to request a refund within 5 business days from the date of purchase. This right to a refund is voided if the client places a demo trade on any of their respective challenge accounts, thereby using the fully-delivered product. Please note you can opt-out of direct marketing by contacting us at support@alphafunder.io.

Refund requests must be submitted in writing to support@alphafunder.io. Refunds will be processed within 14 days of receiving the request, net of our variable costs associated with the product purchased by the customer, as determined by us.

Refunds Upon Completion of the Alpha Challenge Program

After successfully completing the Alpha Challenge and entering into a written agreement with us regarding the Alpha Funded Account, you will receive a refund of the initial challenge fee with your first successful profit split payment. Your challenge fee will not be refunded until you reach your first profit split.

Acceptance of this Policy

It is your responsibility to familiarise yourself with this Refund Policy. The terms of this Refund Policy, together with our General Terms and Conditions, are incorporated into your contract with us for the purchase of Alpha Challenges. By placing an order for the purchase of any Alpha Challenge, you indicate that you have read, agree with, and fully accept the terms of this Refund Policy. If you do not agree with or fully accept these terms, you must not place an order with us. Please contact us at support@alphafunder.io should you have any questions regarding our refund policy.

Chargebacks

You agree not to make any chargeback claims on payments made to Alpha Funder without first contacting us. In such cases, you agree to provide Alpha Funder with full details regarding the chargeback claim.

If you make a chargeback claim, Alpha Funder may suspend any Alpha Funded Accounts or Challenge Accounts you hold and suspend any profit split payments. Alpha Funder may recover any amounts paid to you, including all profit split payments, and you agree to pay for all costs incurred by Alpha Funder in defending such claims, including 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 ALPHA FUNDER (PTY) LTD., you agree to abide by this Refund Policy. If you have any questions or concerns, please contact our Customer Support team.