

Our Cancellation and Refund Policy

Your Right to withdraw from the Agreement and to request a refund.

- You have the right to withdraw and request a refund of your purchase within 14 calendar days from the purchase of the IF Crypto Challenge Account(s).
- Please note that, your purchase may only be cancelled and refunded if you have not performed any demo trades on the online trading account and a cancellation request email has been received by IF Crypto within 14 days of the purchase of the Challenge Account(s).
- Your request for a refund must be sent to the following e-mail address support@ifcrypto.com, within the specified time limit. We will confirm receipt of your request without undue delay.
- All refunds will be refunded via the same the payment method used to originally purchase the Challenge Account(s). We will action a refund within 14 business days of a refund being agreed between IF Crypto and yourself. The duration of this to be reflected in your account will vary and depend upon the payment method used.
- IF Crypto is entitled to immediately withdraw from the Contract in the case of any breach by the Customer, as specified in Clause 7 of the General Terms & Conditions.

Defective Performance:

- If our Services do not correspond to what was agreed or have not been provided to you, you can exercise your rights from defective performance. IF Crypto does not provide any guarantee for the quality of the services. You must notify us via email, of the defect without undue delay, and follow our complaints procedure.
- When exercising the rights from a defective performance, you may request that we remedy the defect or provide you with a reasonable discount. If the defect cannot be remedied, you can withdraw from the contract or claim a reasonable discount.
- We will endeavour to resolve any complaint you may lodge as soon as possible (no later than within 30 calendar days), and we will confirm its receipt and settlement to you in writing. You can file a complaint by sending an e-mail to: complaint@ifcrypto.com.