LEFTURN

LEGAL & COMPLIANCE

Refund Policy

When LEFTURN service fees, performance fees and tokens can and cannot be refunded, and how the Standard retry works.

Effective November 27, 2026 | Version 1.0 | LEFTURN INC. · Ontario Corporation Number 5002593

IN SHORT

- Service fees are generally not refundable once a service has started.
- The Standard service includes one free retry: we waive our service fee on a replacement challenge under the conditions below.
- Purchased tokens never expire, but they are not redeemable for cash.
- Duplicate or unauthorized payments and services we did not deliver are always reviewed.

1. How this policy fits
2. Prop firm fees
3. Standard service fees
4. The Standard free retry
5. Funded and instant funded accounts
6. Tokens and Marketplace subscriptions
7. When we do refund
8. Cancelling
9. How to ask

01 How this policy fits

This policy summarizes clauses 10, 14, 15, 19, 26 and 27 of the LEFTURN Master Service Agreement. If they differ, the Agreement and your accepted service order apply. Nothing in this policy limits refund, cancellation, chargeback or other rights you have under laws that cannot be waived.

02 Prop firm fees

You buy challenges directly from the prop firm. Challenge fees, resets and any refund of a challenge fee are controlled by the prop firm, not LEFTURN. If your prop firm refunds your challenge fee, for example with a first payout, that refund is yours.

03 Standard service fees

The Standard service fee pays for account assessment, configuration, strategy deployment, trading, monitoring and operational resources. Once the service has started, the fee is generally not refundable because of ordinary trading losses, a missed target, a longer timeframe than expected, cancelling after the service has begun, a failed challenge or the loss of a funded account.

04 The Standard free retry

If an eligible Standard challenge fails because of ordinary trading losses while LEFTURN is managing it, one replacement challenge of the same size qualifies for a free management retry:

- You buy the replacement challenge from your prop firm, and LEFTURN waives its service fee on it.
- Where your service order includes reimbursement of the replacement challenge's cost, it is applied as a reduction of LEFTURN's performance fee on your first eligible payout, not paid in cash.
- The retry is not a cash refund and is not a guarantee that the replacement will pass.
- A retry may be declined where trading by you, interrupted access (for example a VPS or platform switched off), incorrect information, outside trading or a rule violation you caused materially contributed to the failure. We will explain any decision.
- No further free retry follows automatically.

05 Funded and instant funded accounts

The 33% performance fee is charged only on eligible payouts you actually receive. If there is no payout, there is no performance fee. Losing a funded account does not entitle you to a refund, replacement account or free challenge. The setup fee for an instant funded account is not refundable once setup has been completed, and the Standard retry does not apply to instant funded accounts.

06 Tokens and Marketplace subscriptions

- Purchased tokens are platform service credits. They do not expire under the standard policy and stay in your wallet until you use them, but they are not redeemable for cash.
- Free-trial and promotional bonus tokens have no cash value and expire as stated in the offer.
- Tokens used for a trader subscription are not returned for a 30-day period that has started or completed, including when an account fails or a trader's results are poor.
- There is no retry cover on the Marketplace.

07 When we do refund

We review and, where warranted, refund or correct:

- Duplicate payments and payments taken in error.
- Payments you did not authorize.
- Services you paid for that were not delivered, or a material failure of the service on our side.
- Any refund required by law.

Approved refunds are made to the original payment method where possible, normally within 14 days of approval. Fees charged by banks, payment processors, currency conversion or blockchain networks may not be recoverable.

08 Cancelling

You can cancel a service or revoke LEFTURN's trading authorization at any time from your portal or by contacting us. We stop placing new trades as soon as reasonably practicable. Fees already earned remain payable, and cancelling is not by itself a refund of services already delivered. Trader subscriptions can be stopped from renewing at any time.

09 How to ask

Email support@manage.forex with your portal email, the payment date, amount and method, the service or account it relates to, and why you are asking. We aim to reply within 5 business days. Please contact us before opening a chargeback so we can resolve it quickly.

QUESTIONS

Email support@manage.forex or info@manage.forex, or message us on WhatsApp at +1-437-533-0073. LEFTURN INC. · Ontario Corporation Number 5002593 · Toronto, Ontario, Canada. Verify our registration at ontario.ca/page/ontario-business-registry or see manage.forex/corporate-information. Only contact us through manage.forex or the details above; we will never ask for your passwords.

This document forms part of the terms of using LEFTURN, together with the Master Service Agreement (manage.forex/LEFTURN_Master_Service_Agreement.pdf). If they differ, the Master Service Agreement and your accepted service order apply. Trading involves risk. © 2018–2026 LEFTURN INC. All rights reserved.