



Refund Request Form

ForRealFunding FZCO · Please complete every section marked *

OFFICE USE: REFERENCE NO.

Refunds are granted only in the limited cases listed in Section 3, and every condition for your reason must be met. Complete every section, attach the required documents, and email the form to info@forrealfunding.com with "Refund Request" and your order ID in the subject line. We reject incomplete forms, forms without the required documents, and late requests without review. Full terms: forrealfunding.com/refund-policy.

What happens next: we acknowledge your request and send a reference number within 2 business days, verify your order, identity and account, and email our decision with the reason within 10 business days of a complete request. Approved refunds are issued within 10 business days of approval. We tell you if anything is missing.

1 Trader details

FULL LEGAL NAME (AS ON YOUR ID) *

COUNTRY OF RESIDENCE *

ACCOUNT EMAIL ADDRESS *

PHONE NUMBER *

2 Purchase details

ORDER / TRANSACTION ID *

PURCHASE DATE (DD/MM/YYYY) *

AMOUNT PAID (USD) *

MT5 TRADING ACCOUNT LOGIN (IF ISSUED)

SUPPORT TICKET NUMBER *

PROGRAM PURCHASED (TICK ONE) *

☐ FRF Pro 1-Step

☐ FRF Pro 2-Step

☐ FRF Pro 2-Step Pro

☐ 1-Step Pay After Pass

☐ 2-Step Pay After Pass

☐ Instant Funded

☐ Other:

ACCOUNT SIZE (TICK ONE) *

☐ \$5,000

☐ \$10,000

☐ \$25,000

☐ \$50,000

☐ \$100,000

☐ \$200,000

☐ \$300,000

☐ \$400,000

☐ \$500,000

PAYMENT METHOD USED (TICK ONE) *

☐ Card

☐ Crypto

☐ Other:

3 Reason for refund

Tick ONE. Every condition listed must be true.

☐ **Cancellation before the program started**

- You submit this request within 14 days of purchase.
- You have never logged in to the trading account, and no trades have been placed.
- Pay After Pass: the trading account has not been issued. Once it is issued, the fee is non-refundable.

☐ **Duplicate or wrong payment**

- You submit this request within 14 days of the charge.
- You attach a bank or card statement showing both charges.
- The extra account from the duplicate payment has not been used.

☐ **Technical issue on our side blocked access for more than 48 hours**

- The fault was on ForRealFunding's systems. Your device, internet connection, VPN or platform settings do not count.
- You reported it to support within 24 hours, and it was not fixed within 48 hours of your report.
- We may offer a free reset instead of a refund.

- ☐ **Charge I did not authorise**
- You submit this request within 7 days of the charge.
 - You attach a bank or card statement and a government-issued photo ID.
 - Neither you nor anyone acting for you has used the account.

- ☐ **Program fee refund not received at my payout milestone**
- The qualifying payout (3rd for FRF Pro, 4th for Pay After Pass, 5th for Instant Funded) was approved and paid.
 - The account has no rule violations or open compliance reviews.
 - You submit this request within 14 days of that payout.

- ☐ **Other exceptional circumstances (explain in Section 5)**
- Approved only in exceptional cases, at ForRealFunding management's discretion.

4 Account status

Answer every question

- | | | |
|--|------------------------------|-----------------------------|
| 1. Has a trading account been issued for this order? | ☐ Yes | ☐ No |
| 2. Have you, or anyone else, logged in to the trading account? | ☐ Yes | ☐ No |
| 3. Have any trades been placed on the account? | ☐ Yes | ☐ No |
| 4. Has the account breached a rule, failed, or been closed? | ☐ Yes | ☐ No |
| 5. Have you received any payout from this account? | ☐ Yes | ☐ No |
| 6. Did you use a discount or coupon code for this purchase? | ☐ Yes | ☐ No |
| 7. Have you opened a chargeback or payment dispute for this order? | ☐ Yes | ☐ No |
| 8. Have you asked for a refund on this order before? | ☐ Yes | ☐ No |

5 Tell us what happened

DESCRIBE YOUR REQUEST: DATES, WHAT HAPPENED, TICKET NUMBERS *

6 Documents

Requests without the required documents are rejected

REQUIRED: TICK TO CONFIRM ATTACHED *

- | | |
|--|---|
| ☐ Payment receipt or order confirmation | ☐ Government-issued photo ID (name must match) |
| ☐ Screenshot of your support ticket or chat | |

ATTACH IF RELEVANT TO YOUR REASON

- | | |
|---|--|
| ☐ Bank / card statement showing the charge | ☐ Screenshots of the issue with date and time |
| ☐ Payout confirmation(s) | ☐ Other: <div></div> |

7 Where should we send an approved refund?

- ☐ **Back to my original payment method (card and other methods)**
This is the default for all non-crypto payments.
- ☐ **To my crypto wallet (crypto payments only)**
We check the address you give below. Funds sent to a wrong address or network can't be recovered.

WALLET ADDRESS

NETWORK (E.G. USDT TRC20)

We only send refunds to an account or wallet in the trader's own name. Payment processing, currency conversion and blockchain network fees are not refunded and are deducted from the amount we send.

8 Declaration

Every box must be ticked

- ☐ **I have read and accept the ForRealFunding Refund Policy.**
forrealfunding.com/refund-policy
- ☐ **The information and documents I have provided are true and complete.**
If any of it is false or misleading, ForRealFunding will reject this request and may close my accounts.
- ☐ **I understand that submitting this form does not guarantee a refund.**
Decisions are emailed within 10 business days of a complete request. Approved refunds are issued within 10 business days of approval.
- ☐ **I understand that program fees are non-refundable once a program has started.**
This includes failed evaluations, rule violations, breached accounts and changes of mind.
- ☐ **If my refund is approved, every account linked to this order is closed permanently.**
Any profit, pending payout or unused add-on on those accounts is forfeited.
- ☐ **I allow ForRealFunding to check my identity, trading history, IP and device data.**
ForRealFunding will decline the request if it finds multiple or shared accounts, or prohibited trading practices.
- ☐ **I understand that ForRealFunding accepts only one refund request per order.**
Opening a chargeback or payment dispute while this request is under review closes the request.

SIGNATURE (TYPE YOUR FULL LEGAL NAME) *

DATE (DD/MM/YYYY) *

Nothing in this form limits any rights you have under the consumer law that applies to you.

FOR OFFICE USE ONLY

RECEIVED BY

DATE RECEIVED

REVIEWED BY

PROCESSED ON

DECISION

☐ Approved

☐ Partially approved

☐ Declined

AMOUNT (USD)

NOTES