



Cancellation and Refund Policy

Company Information

This Cancellation and Refund Policy applies to VaultFunder, a product of Fintech Focused (Pty) Ltd, registered under company number: 2020/233367/07. Fintech Focused (Pty) Ltd is an authorized financial services provider with FSP No: 51042. The registered office is located at 605 Touchstone House, 7 Bree Street, Cape Town, South Africa.

Rights to Withdraw

You, the customer, acknowledge that your right to withdraw from this agreement and receive a refund is governed by the conditions outlined below, in accordance with the Consumer Protection Act 68 of 2008:

- a. If you do not initiate any trades on your trading account, your challenge will not be activated, and you may request a refund of the fee paid to participate in the challenge.
- b. Once your challenge is activated, you retain the right to withdraw from this agreement at any time, provided you notify the company of such withdrawal. It is important to acknowledge that you forfeit the prescribed fee due to the activation of your challenge.
- c. In the event that you activate the challenge, the company reserves the right to withdraw from the contract at any time if there is a breach of the General Terms and Conditions (GTC) and any other relevant policies that you are obligated to comply with.
- d. The Customer shall not be entitled to a refund in cases where there is a breach of any terms, conditions, or policies outlined by the company.
- e. If the company withdraws for any reason before you activate the challenge, you shall be entitled to a refund of the prescribed fee.

Contact Information for Withdrawal Requests

For withdrawal requests or further inquiries regarding this policy, please contact us at support@vaultfunder.trade.

Please ensure that you provide your full name, contact information, and relevant account details when making such requests.

Policy Amendment

VaultFunder a product of Fintech Focused (Pty) Ltd reserve the right to amend this Cancellation and Refund Policy at any time without prior notice. It is the responsibility of the customer to review this policy periodically for any updates or changes.

By engaging in services provided by VaultFunder, you acknowledge that you have read, understood, and agreed to the terms outlined in this Cancellation and Refund Policy.

Email: support@vaultfunder.trade

Address: 605 Touchstone House, 7 Bree Street, Cape Town, South Africa