

Refund Policy

Last Updated: 3 January 2026

This Refund Policy applies to all purchases made on the SizeProp platform operated by SIZ EDU Limited.

This Refund Policy forms part of, and should be read together with, the Terms and Conditions.

1. All Sales Are Final

Because our products are digital services with immediate access, all sales are final. No refunds, exchanges, or cancellations are provided once the service has been delivered.

2. Definition of Service Delivery

For the purpose of this policy and any payment disputes, the **Service is considered fully delivered and consumed when any of the following occurs:**

- **Order Confirmation:** SizeProp sends an order confirmation email confirming successful purchase of a Challenge or service; or
- **Account Access Enabled:** Access to the Challenge or platform features is enabled on your existing SizeProp account; or
- **First Platform Access:** Our systems record access to the dashboard, Challenge environment, or trading interface associated with the purchase.

You acknowledge that once access is enabled, you have received the full value of your purchase, regardless of whether you actively trade or complete the Challenge.

3. Waiver of Cooling Off Period (EU and UK Customers)

If you are purchasing from the European Union or the United Kingdom, you normally have the right to withdraw from a contract for digital content within fourteen days.

By purchasing a SizeProp Challenge, you:

- expressly request that the service begins immediately; and
- acknowledge that you lose your right of withdrawal once access to the digital service has been provided.

4. Non Refundable Circumstances

For clarity, refunds will not be provided for any of the following:

- failure to pass a Challenge or loss of a Funded Account;
- breach of trading rules or Terms resulting in termination;

- user error or misunderstanding of platform mechanics;
- differences between simulated pricing and real market prices;
- inactivity or failure to participate within the applicable Challenge duration.

5. Technical Issues and Maintenance

While we strive for reliable availability, the Services rely on internet connectivity and third party infrastructure. Refunds will not be issued for:

- scheduled maintenance or downtime;
- connectivity issues on the user's side;
- third party platform outages beyond SizeProp's direct control.

In the event of a confirmed SizeProp system error that prevents access for more than twenty four consecutive hours, SizeProp may, at its sole discretion, offer a time extension or retry. Monetary refunds will not be issued.

6. Chargebacks and Payment Disputes

Initiating a chargeback or payment dispute for a valid purchase constitutes a breach of this Refund Policy and the Terms and Conditions.

As set forth in the Terms and Conditions, you agree to pay **liquidated damages equal to the greater of two hundred fifty US dollars (USD \$250) or the full administrative and legal costs incurred** by SizeProp in connection with the chargeback or dispute.

SizeProp may submit platform access logs, account records, IP data, and acceptance of policies to the payment provider as evidence of service delivery.

7. Acceptance

By completing a purchase on the SizeProp platform, you confirm that you have read, understood, and agreed to this Refund Policy. You acknowledge that you are purchasing a simulated evaluation service and not a financial product or investment.

8. Contact

For questions regarding this Refund Policy, contact:
support@sizeprop.com