

PURE FX, Inc. offers consumers a 100% satisfaction guarantee on any refund requests made within seven (7) days from the date of purchase. A full refund will be issued within three (3) business days from the date requested. However, refunds may take longer than three days to reach the consumer's bank due to bank processing or other things outside of Company control that could cause delays.

Initial Purchase

I understand that PURE FX, Inc. offers customers a 100% satisfaction guarantee on the initial purchase of any of the PURE FX, Inc. products. The customer must make the request within seven (7) days from the date of the initial purchase.

PURE FX, Inc. maintains a “no questions asked” policy for refunds.

However, I agree to consider providing feedback to the company, if asked, as to the reason for the refund request and understand that no such data will affect my refund request. The feedback I provide is for internal use only and will also not be shared or sold to any third parties.

I understand that the following is the process for a refund.

- I must send a Cancellation Request email to the Membership Department to begin the refund process. I understand that I must ask for a refund, not a cancellation.
- As soon as the Membership Department receives the ticket, a full refund will be created by the Accounting Department within three (3) business days from the date requested.
- Refunds may take longer than three days to reach my bank or credit card, as there are issues that may cause a delay beyond the control of PURE FX, Inc.

Monthly Subscription

I understand that PURE FX, Inc. subscriptions rebill on the same day of every month. For example, May 7, June 7, July 7, etc..

I understand that PURE FX, Inc. does not offer refunds on recurring monthly subscription fees as there are high costs to provide the service which are charged to the company, whether it is the 1st of use or the 30th.

SUBSCRIPTION GRACE PERIOD

Each PURE FX, Inc. subscription has a 48 hour billing grace period. Access will continue during these 48 hours unless payment is not updated before the end of the 48 hour period. If billing information is not updated and the order is not processed within the 48 hours, then the subscription will be cancelled and the access rescinded.

TERMINATION DUE TO INACTIVITY

If an account has had no valid subscription payments for a period of 6 months, the account will be considered terminated. To reorder they will need to submit another order and pay the lifetime access fee to the PURE | FX Academy.

Cancellation

The customer can cancel a subscription at any time. However, to avoid being charged, I understand that I must cancel the subscription at least three full days before the next billing date.

I also understand that if I fail to cancel three days before the last day of the subscription, it may result in 1 additional month of subscription with no possibility of a refund.

Abuse

If a consumer is found to be repeatedly purchasing and requesting refunds, PURE FX, Inc. may investigate under the appropriate circumstances for possible fraud or other malfeasance.

Fraud

We have placed multiple features within our system to prevent credit cards, addresses, emails, and other data from being used on multiple accounts. We also work with processors who are fully compliant with all PCI and other regulations for data privacy.

We take fraud very seriously and have precautions and protocols in place that include but are not limited to, suspension, termination, and/or legal actions where necessary.

Contact

If you need to contact customer service regarding your refund please use the following methods in order.

1. Send an email to support@pure-fx.com
2. Call and leave a message: (925) 777-9782