



Knightsbridge  
Trading Academy

## Knightsbridge Trading Academy Limited – Refund and Cancellation Policy

We want you to buy from us with confidence. To that end, please find below details of our refund and cancellation policy.

Within this Refund and Cancellation Policy:

“We”/“our”/ “us”/“Knightsbridge Trading Academy” means Knightsbridge Trading Academy Limited.

“Purchaser”/“customer”/“client”/“you”/“yours” refers to a person or legal entity making a purchase from [www.ktafx.com](http://www.ktafx.com)

“Product” refers to any service that is available to purchase at [www.ktafx.com](http://www.ktafx.com)

### REFUNDS

Under the UK benchmark under consumer rights, the sale of each product is refundable and currently set at 14 days cooling off period from the initial purchase.

After the 14 day period, the product is final, non-exchangeable, non-refundable transaction.

Purchases will be sent immediately to the email address provided by the purchaser. The product is then the property of the purchaser.

### INCORRECT PURCHASE

We cannot be held liable if you have purchased the wrong product other than the entity you intended to purchase in respect of. If you require assistance in purchasing the correct item please contact us and we will help you. Any replacement purchase will not carry a charge.

### NON RECEIPT OF PRODUCT/INCORRECT EMAIL

It is our customer’s responsibility to provide their correct email address in order that the product can be delivered.

All outgoing emails from Knightsbridge Trading Academy are logged on our system. If you have not received a product because you have entered an incorrect email address we cannot be held liable for non-receipt of the purchase.

KNIGHTSBRIDGE TRADING ACADEMY LIMITED

*Company number: 09794209  
Registered office: Office 504, 5th Floor, Tower42,  
25 Old Broad Street,  
London,  
EC2N 1HQ  
Telephone: 020 7096 0253  
Email: [info@ktafx.com](mailto:info@ktafx.com)*



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## PRODUCTS NOT AS DESCRIBED

Samples, testimonials of our products are freely and widely available from many pages on our website in addition to detailed content descriptions. This information gives the customer the opportunity to make a well-informed decision about any product that they may wish to purchase. If you are not sure about the content of any product please contact us prior to making your purchase.

If you believe you have been supplied a product which is not in accordance with the description we have provided please notify us within 72 hours of receipt at [support@ktafx.com](mailto:support@ktafx.com) or call us on 0207 0960253.

## INCORRECT OR INCOMPLETE PRODUCT

We make all reasonable efforts to ensure that the information contained in our products is up-to-date and accurate. If you believe that any of our products are inaccurate or incomplete and if, upon investigation, your belief is upheld by us we will correct the situation and supply a replacement free of charge. If we are unable to correct the situation or there are on-going issues we may issue a refund.

If you believe you have received an incomplete or inaccurate product please notify us within 72 hours of receipt at [support@ktafx.com](mailto:support@ktafx.com) or telephone us on 0207 0960253.

## HOW TO CLAIM A REFUND

If you believe that you are entitled to a refund under the terms set out above please notify Knightsbridge Trading Academy within 72 hours of receipt of purchase. You can contact us on 0207 096 0253 or email us at [support@ktafx.com](mailto:support@ktafx.com), benchmark under consumer rights is currently set at 14 days.

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