

Bravo Backtest – Refund Policy

Overview

Bravo Backtest provides custom digital services. Each order is created specifically according to the client's trading rules and therefore cannot be returned or resold. Because of the nature of the service, traditional product returns do not apply.

Order Acceptance and Start of Work

All Bravo Backtest services are custom and work begins immediately once payment is successfully completed.

By completing payment, you acknowledge and agree that development and backtesting may start immediately. For this reason, orders cannot be cancelled or refunded after payment has been made.

Because the service is a personalised digital service created specifically for you, you waive any right to a refund once payment is completed.

Work in Progress

After coding or backtesting has started, the service is considered delivered in progress and cannot be cancelled for a refund. This includes situations where a client changes their mind, no longer wants the service, does not complete a prop firm challenge, or decides not to trade the strategy.

Completed Orders

Once the backtest, database, statistics, or indicator files have been delivered, the order is fully non-refundable. Digital services and delivered files cannot be returned.

Clarifications and Adjustments

If the results do not match your expectations due to unclear or incomplete rules provided by the client, we will make reasonable clarifications or corrections where appropriate. However, misunderstandings, changes to strategy rules, or dissatisfaction with performance results do not qualify for refunds.

Performance Outcomes

Backtesting results, profitability, win rate, or trading performance are not guaranteed. Refunds are not provided based on trading outcomes, prop firm results, or live trading performance.

Client Responsibility

The client is responsible for ensuring their trading rules are correct before confirming the order. Requests to modify the strategy after work has started may require a new order.

Payment Disputes

We ask that you contact us directly to resolve any concerns before initiating a payment dispute or chargeback. Initiating a chargeback after work has begun or after delivery of files may be considered a violation of our Terms and Conditions.

Contact

contact@bravobacktest.com