

Consumer information

In accordance with applicable legislation and a concise summary of the service terms and conditions

1.	Name of the Provider:	Fintokei a.s.
2.	Registered address:	Masarykova 409/26, Brno-město, Brno, Czech Republic (postal code 602 00)
3.	Contact details:	support@fintokei.com
4.	Description of the purchased service - challenge	<p>A Challenge is an evaluation phase in which the user trades within a simulated environment and must adhere to specified performance and risk parameters. The purpose of the Challenge is solely to assess whether the user meets the conditions required to proceed to subsequent evaluation stages. Completion of a Challenge does not guarantee future participation in any program, nor does it imply the provision of financial rewards, funding, or investment opportunities.</p> <p>More detailed information here https://support.fintokei.com/en/articles/8911222-first-steps-with-fintokei-how-to-start-right</p>
5.	Service pricing	Defined on the Fintokei webpage - https://www.fintokei.com/programs
6.	Time of payment	Payment is made immediately after pressing the final confirmation button in the challenge purchase process.
7.	Payment method (s)	According to the payment method determined by the person acting as payment agent for the purchase of the challenge.
8.	How/when the service begins	<p>The challenge will be available immediately after completion of the purchase procedure.</p> <p>The service is fully provided once you log into the Client Zone and/or place your first trade</p>
9.	Withdrawal or cancellation of application	<p>If you have not accessed MyFintokei or completed a transaction on your account, we will accept refunds within two weeks of purchase, upon your email request or use specific form available in the Terms and conditions.</p> <p>If you log into the Client Zone and / or place the first trade, you have no legal right to withdraw from the contract and we are unable to accept refunds. From that point onwards, we are not obliged to provide any refund.</p> <p>Withdrawal form here: https://www.fintokei.com/withdrawal-form/</p>
10.	Duration of contract	Every Contract related to Challenges is concluded for a definite period until the Challenges are passed or failed in accordance with the section 6
11.	Liability of the operator in case of contractual non-conformity.	The Services are provided on an 'AS IS' basis and the Firm cannot be held liable for any contractual non-conformity beyond the scope of the applicable law. See detailed nature of services defined in the Terms and conditions.
12.	Technical requirements/ compatibility info	<p>You need to get appropriate technical equipment and software at your own expense. Compatible web browser for website access and stable internet connection.</p> <p>You are required to download and use the MT4, MT5 and cTrader platforms appropriate for your device defined by its own terms.</p> <p>Use of the Fintokei Services requires a compatible device, a supported operating system, an up-to-date web browser and/or trading platform, and a stable internet connection. The Services may rely on third-party software and platforms. The Customer is responsible for ensuring technical compatibility.</p> <p>See detailed prerequisites defined in the Terms and conditions and FAQ.</p>
13.	Limitations on the purchase price, etc.	You can have more accounts, but the maximum value of initial balance is limited – see details in FAQ section.
14.	General terms	https://www.fintokei.com/terms-and-conditions/