



## Complaint procedure

### Guarantee

We do not offer a success guarantee on our tests. The TraderMath tests are intended to help a student practice their mental math and prepare for their math test. We cannot guarantee that making our tests will yield a positive result on their math test. Please also note that TraderMath is not associated with any of the trading companies mentioned on [www.tradermath.org](http://www.tradermath.org).

We care about our products and logically do our best to deliver them in top condition. However, it sometimes happens that something can go wrong with our practice packages. Please contact us and we will do our best to help you as best we can.

### Complaints

We ask you to first make complaints known to us by emailing us according to the list of details mentioned below. Every complaint is handled and we strive to find a suitable solution in all cases.

From 15 February 2016 it is also possible for consumers in the EU to register complaints via the ODR platform of the European Commission. This ODR platform can be found at <http://ec.europa.eu/odr>. If your complaint is not yet being handled elsewhere, you are free to file your complaint via the European Union platform.

Please provide the following details when contacting us:

- Your name
- Your email
- Complaint
- Description

We can be contacted at [info@tradermath.org](mailto:info@tradermath.org).