

Era Trade Terms of Service

Last updated: 10 July 2026

Operated by **NEVERA CORE GLOBAL - FZCO**

Building A1, Dubai Digital Park, Dubai Silicon Oasis, Dubai, United Arab Emirates

License Number 89779 | Registration Number 83014

These Terms of Service (“Terms”) form a binding agreement between you (“you”, “user”, “participant”) and the Company, and govern your access to and use of the websites, dashboards, software applications, application programming interfaces, portals, analytics tools, data-processing and data-classification tools, educational materials, support tools, evaluation challenges, demo/simulated trading environment access, reward-eligibility processes and all related technology and services provided under the Era Trade brand (together, the “Services”).

The Services are operated by NEVERA CORE GLOBAL - FZCO, a free-zone company registered in Dubai, United Arab Emirates, with registered office at Building A1, Dubai Digital Park, Dubai Silicon Oasis, Dubai, United Arab Emirates, License Number 89779, Registration Number 83014 (“Era Trade”, “Company”, “we”, “us”, “our”).

Main website: <https://eratrade.net/>

Dashboard: <https://app.eratrade.net>

Help Center / FAQ: <https://help.eratrade.net>

Support: support@eratrade.net

Legal and compliance notices: legal@eratrade.net

By creating an account, ticking an acceptance box, purchasing a challenge, accessing the dashboard, receiving demo/simulated trading-environment credentials, requesting a reward or otherwise using any part of the Services, you confirm that you have read, understood and agreed to these Terms, the Privacy Policy, the Risk Disclosure & No Financial Services Notice, and the product rules, parameters and operational explanations published in the Help Center, dashboard, checkout page or product-specific pages (together, the “Agreement”).

If you do not agree to the Agreement, you must not access or use the Services.

1. Definitions

In these Terms, the following words have the following meanings:

- “Challenge” means an evaluation program with predefined objectives, limits, parameters and rules made available through the Services.
- “Challenge Fee” means the fixed one-time or recurring fee paid for access to a Challenge, reset, refresh, add-on, subscription or other digital service component.
- “Demo Environment” means the simulated, non-live trading environment (whether provided through Era Trade tooling or an independent third-party trading platform) in which all balances, orders and results are virtual/notional.
- “Funded Stage” means a later simulated evaluation stage that may unlock eligibility for a Performance Reward; it does not involve live capital, client money or live market execution.
- “Performance Reward” means a discretionary or rule-based contractual payment calculated by reference to simulated performance and compliance with the program rules, and paid by Era Trade out of its own funds.
- “Help Center Rules” means the rules, parameters, schedules and operational explanations published by Era Trade that apply to your selected product.
- “Applicable Law” means the laws, regulations and mandatory rules that apply to Era Trade or to you in connection with the Services.

2. What Era Trade Provides

Era Trade is a technology, software, data-analysis, educational and skill-evaluation business. Era Trade designs and operates software, dashboards, data-processing and data-classification systems, analytics and hosting-based tools that allow users to test, measure, develop and demonstrate trading-related skill in a simulated environment.

The Services may include:

- access to the Era Trade website, dashboard, software and portals;
- access to evaluation Challenges with predefined objectives, limits and rules;
- analytics, performance metrics, reports, rankings, data-classification and data-processing tools;
- educational materials, general trading education and risk-management content;
- customer support, service communications and account-management tooling;
- credentials or instructions for accessing a Demo Environment made available through Era Trade and/or independent third-party trading platforms;
- eligibility review for performance-based rewards, where offered under the applicable program rules.

The Services are designed for software use, skill development, evaluation, education, data analysis and performance assessment. They do not create a brokerage, dealing, banking, payment-institution, e-money, investment-advisory, fiduciary, custody, asset-management, fund-management, collective-investment or live-trading relationship between you and Era Trade.

3. No Financial Services, No Brokerage, No Client Deposits

Era Trade is not a broker, dealer, exchange, multilateral or organized trading facility, bank, credit institution, payment institution, electronic-money institution, money-services business, custodian, wallet provider, investment adviser, portfolio manager, asset manager, fund manager, fiduciary, trading venue or regulated financial institution, and does not hold itself out as any of the foregoing.

The Services are not a financial product, financial service, investment service, brokerage service, dealing service, banking service, deposit-taking service, payment service, money-transmission service, e-money service, custody service, managed-investment scheme, collective-investment vehicle, securities offering, derivatives offering, crypto-asset service or any other regulated financial activity, unless expressly stated in writing by Era Trade and permitted under Applicable Law.

Era Trade does not:

- accept, hold, safeguard, pool, invest, transmit or manage client deposits, client money or client assets;
- open, offer or operate live brokerage, bank or payment accounts for clients;
- route, transmit or execute client Challenge orders to or on any exchange, broker, liquidity provider or live market;
- execute trades in financial instruments, securities, derivatives, foreign exchange, commodities, crypto-assets or any other assets on behalf of clients;
- provide personal investment, financial, legal, tax or accounting advice, or any personal recommendation;
- guarantee any profit, reward, payout, Challenge pass, account progression, scaling or future opportunity.

Any information, examples, market commentary, education, analytics or support communication provided through the Services is general and informational only and must not be treated as investment advice, financial advice, a personal recommendation, a solicitation or an inducement to buy, sell, hold or trade any asset.

You are solely responsible for obtaining advice from appropriately licensed professionals before engaging in any trading, investment, tax or legal activity outside the Services.

4. Nature of the Relationship

Your relationship with Era Trade is that of a customer purchasing access to software, evaluation, data-analysis and educational services. Nothing in the Agreement creates a partnership, joint venture, agency, employment, franchise or fiduciary relationship between you and Era Trade.

Where you reach a Funded Stage and become eligible for a Performance Reward, you do so as an independent participant in a contractual reward program. You are not an employee, worker, agent or investor of Era Trade, and any Performance Reward is a contractual payment made by Era Trade from its own funds, not a distribution of client money, trading profit or investment return.

5. Eligibility and Restricted Access

To use the Services, you represent and warrant on a continuing basis that:

- you are at least 18 years old and have full legal capacity to enter into the Agreement;
- you use the Services only where lawful for you to do so and in compliance with all laws applicable to you;
- you are not identified on, owned or controlled by a person on, or acting on behalf of a person on, any sanctions or restricted-party list, and you are not located, resident or established in a comprehensively sanctioned or prohibited jurisdiction;
- you are not using the Services for fraud, money laundering, terrorist financing, sanctions evasion, identity abuse, market manipulation, tax evasion or any unlawful purpose;
- all information you provide is accurate, complete and kept up to date;
- if you use the Services on behalf of a company or other entity, you have authority to bind that entity to the Agreement.

The Services are not available where prohibited by Applicable Law, sanctions, payment restrictions, third-party trading-platform restrictions, or where providing the Services would require a license, registration or authorization that Era Trade does not hold. Era Trade may refuse, restrict, condition, suspend or terminate access for any user, country, region, payment method or platform environment, at its discretion, for legal, compliance, sanctions, payment, security or platform-integrity reasons.

Availability of the website or dashboard in a country does not mean the Services are lawful for every person in that country. You remain solely responsible for your own legal compliance.

6. Anti-Money Laundering, Sanctions and Verification

Era Trade operates internal compliance controls and may, at any time and as a condition of access, continued use, reward eligibility or payment, require you to complete identity verification (KYC), source-of-funds or source-of-wealth checks, sanctions and politically-exposed-person screening, fraud review, a verification call and other due-diligence checks, whether performed by Era Trade or by third-party providers.

Era Trade may delay, withhold, refuse or reverse access, rewards or payments, and may suspend or terminate an account, where it reasonably believes there is a risk of fraud, money laundering, terrorist financing, sanctions breach, payment abuse, identity misrepresentation or other unlawful conduct, or where you fail to complete verification. Era Trade may report suspicious activity to competent authorities where required and is not required to notify you where doing so is prohibited by law.

7. Challenge Fee Is a Service Fee, Not a Deposit

The Challenge Fee is a fixed fee paid for immediate access to Era Trade's evaluation program, dashboard, software, analytics, educational content, support tools and/or third-party Demo Environment credentials. It is fully earned by Era Trade upon delivery of access and is used to fund Era Trade's operating costs, including staff, technology, data and other business expenses.

The Challenge Fee is not:

- a deposit;
- an investment or contribution of capital;
- a trading balance or account balance;
- margin, collateral or security;
- client money or a client asset;
- a contribution to any live trading account;
- a payment held, safeguarded or pooled on your behalf;
- a payment that gives you ownership of any account, capital, asset, virtual balance or trading result.

Era Trade may offer different Challenge models, account sizes, prices, discounts, additions or promotions. The applicable price and key parameters are shown before purchase or in the dashboard/Help Center. Era Trade may change prices and parameters for future purchases at any time.

8. Payments and Crypto Payments

Era Trade may accept payment by card, bank transfer, cryptocurrency, stablecoins or other methods, in each case through independent third-party payment providers, wallets, blockchain networks or payment interfaces. The available payment methods and networks are shown at checkout or in payment instructions. Era Trade does not itself provide payment, money-transmission, exchange or custody services; it uses licensed or independent providers for payment acceptance.

You are responsible for using the correct payment method, asset, network, wallet address, memo/tag (if required), amount and transaction details. Blockchain and certain other transactions are generally irreversible. Network fees, gas fees, miner fees, exchange fees, conversion costs and third-party charges are not controlled by Era Trade and are non-refundable unless mandatory law requires otherwise.

A payment is considered received only when Era Trade or its payment provider can reasonably confirm the transaction on the relevant payment system or blockchain. Underpayments, overpayments, wrong-network transfers, transfers to the wrong address, or delayed confirmations may require manual review and may not be recoverable.

Acceptance of crypto payment does not mean Era Trade provides a crypto-asset service, wallet service, custody service, exchange service, investment service or payment account. Challenge Fees paid in crypto remain fixed service fees and are not deposits or client money.

You are solely responsible for determining, reporting and paying any taxes, duties or levies arising from your purchase of the Services or receipt of any Performance Reward. Era Trade is not your tax agent and does not provide tax advice.

9. Demo / Simulated Trading Environment and Third-Party Platforms

Challenge and Funded-Stage activity takes place in a Demo Environment provided through Era Trade and/or independent third-party trading platforms. Era Trade does not operate its own live trading venue for clients and does not itself provide the underlying market infrastructure.

Orders placed in the Demo Environment are simulated and are not routed by Era Trade to any exchange, broker, liquidity provider or live market on your behalf. Any account size, balance, profit, loss, drawdown, target, limit or performance metric shown in the Services is virtual/notional and is used only to calculate evaluation rules and reward eligibility.

Market data, prices, spreads, commissions, swaps, symbols, execution logic, slippage, latency, server time, platform rules and platform availability may depend on third-party providers and may differ from live market conditions. You acknowledge that:

- Challenge trading is not real trading by Era Trade on your behalf;
- all displayed funds, balances and profits are virtual/notional;
- virtual funds cannot be deposited, withdrawn, transferred, pledged, owned or used outside the Services;
- simulated results do not guarantee equivalent results in live markets;
- third-party platform terms, policies and technical limitations may apply to you;
- Era Trade is not responsible for third-party platform outages, data-feed interruptions, execution logic, symbol availability, access issues or provider changes, except where mandatory law provides otherwise.

10. Funded Stage, Payouts and Performance Rewards

Era Trade may use commercial language such as “funded account”, “funded stage”, “payout”, “profit split” or similar terms in the dashboard, Help Center or marketing materials. For legal purposes, these terms refer to a simulated/demo account stage and/or a formula for calculating a contractual Performance Reward based on simulated account performance and compliance with the program rules.

A Performance Reward is paid from Era Trade’s own funds. It is not:

- a withdrawal of client funds or of a deposit;

- trading profit from live market activity performed for you;
- an investment return, interest, dividend, asset redemption or securities distribution;
- a profit distribution from an investment product;
- money held in custody for you.

To become eligible for a Performance Reward, you must satisfy all applicable requirements, including without limitation:

- completing the relevant Challenge or Funded-Stage requirements;
- complying with all trading rules, platform-integrity rules and prohibited-practice rules;
- submitting a valid reward request through the dashboard or other approved flow;
- providing accurate payout information, including crypto wallet details where applicable;
- completing KYC, identity verification, sanctions screening, fraud review, verification call or due-diligence checks when requested;
- not being located in, resident in, incorporated in, controlled from or otherwise connected to a restricted or sanctioned jurisdiction;
- signing any additional reward, contractor, data-licensing or program agreement required for the relevant stage, if requested.

Operational details published in the Help Center (including supported assets, minimum profitable days, minimum/maximum payout limits and processing times) form part of the program rules and may be updated for future payout periods. Era Trade may delay, adjust, decline or cancel a Performance Reward where it reasonably believes the result was affected by rule breach, platform abuse, prohibited trading practice, collusion, identity misrepresentation, payment fraud, chargeback abuse, technical or data error, sanctions risk, KYC failure, unlawful conduct or any conduct inconsistent with the purpose and integrity of the program.

11. Help Center Rules Form Part of These Terms

The Help Center Rules, product parameters and operational explanations published in the Help Center, dashboard, checkout page, FAQ, account schedule or product-specific pages form part of these Terms to the extent they apply to your selected Challenge or Funded-Stage account. This includes, without limitation, rules on:

- maximum daily loss and maximum overall loss;
- profit targets;
- minimum trading days or profitable days;
- consistency rules;
- inactivity and dormant-account rules;
- permitted instruments, leverage, fees and commissions;
- account credentials and independent use;
- prohibited strategies;
- payout request requirements;
- any challenge-fee refund benefit.

Era Trade may update Help Center Rules for new purchases, new accounts and future payout periods. For an already purchased active Challenge, Era Trade will normally apply the rules in effect at purchase, unless an update is required for legal, security, platform-integrity, risk-management, third-party platform or mandatory compliance reasons.

12. Refunds, Challenge Fee Refund Benefit and Chargebacks

Era Trade's Help Center may describe a challenge fee refund benefit under which traders who successfully pass a Challenge may request a refund of the Challenge Fee together with a specified successful payout, provided the trader passed the Challenge, completed KYC, received the Funded-Stage account and did not breach Era Trade rules. Any such benefit is a discretionary program benefit governed by the Help Center Rules; it is not a consumer cancellation right, investment return, deposit repayment or withdrawal of client funds, and it is subject to KYC/sanctions screening, fraud review, platform-integrity review and compliance checks.

Except for any challenge fee refund benefit described above, and except where mandatory law requires otherwise, Challenge Fees are non-refundable once account access, dashboard access, demo credentials or any other digital-service component has been delivered, because the Services are digital and delivered immediately.

Refunds may be considered where Era Trade confirms:

- a duplicate payment for the same order;
- payment was received but access was not delivered and Era Trade cannot reasonably fix delivery;
- a material service-delivery error caused by Era Trade and not by you, your device, your internet connection, your location, your wallet, your payment provider, blockchain network issues or a third-party platform;
- a goodwill exception approved by Era Trade in writing.

No refund is due because of simulated trading losses, failed Challenges, missed targets, drawdown breaches, inactivity, prohibited trading practices, verification failure, KYC/sanctions failure, wrong Challenge selection, wrong payment network, blockchain fees, account suspension, reward denial or termination caused by a breach of the Agreement.

Before initiating a chargeback, payment dispute or public complaint, you agree to contact Era Trade support and allow a reasonable opportunity to investigate and resolve the matter. Improper, abusive or fraudulent chargebacks may result in account suspension, termination, cancellation of rewards, restriction of future purchases and recovery of chargeback costs and reasonable administrative fees, subject to Applicable Law.

13. Account Security and Independent Use

Your Era Trade account and trading-platform credentials are personal to you unless Era Trade agrees otherwise in writing. You must not sell, rent, transfer, share or allow another person to use your account, dashboard, Challenge, Funded-Stage account, demo credentials or payout profile.

You are responsible for maintaining the confidentiality of your login credentials, wallet details and devices, and for all activity under your account. Notify Era Trade immediately if you suspect unauthorized access. Changing trading-account credentials, using another person's identity, using unauthorized payment details, sharing access, or allowing another person or service to trade for you may result in account suspension, termination and reward denial.

14. Prohibited Conduct and Trading Practices

You must not:

- use the Services unlawfully or in violation of the Agreement or Help Center Rules;
- interfere with, overload, scrape, reverse engineer, bypass, exploit or attack the Services;
- use bots, scripts, automation, APIs, expert advisors, trade copiers or third-party tools unless expressly permitted by Era Trade;
- exploit latency, price-feed delays, platform bugs, execution errors, stale quotes, data mismatches or other technical vulnerabilities;
- coordinate with other users to manipulate Challenge outcomes;
- hedge or reverse-trade across accounts, firms, identities or platforms to engineer guaranteed or near-guaranteed outcomes;
- use copy trading, account management, signal mirroring or third-party trading services where prohibited;
- submit false documents, false identity information, false payment information or misleading payout details;
- initiate improper chargebacks or payment disputes for validly authorized transactions;
- misuse Era Trade's trademarks, content, data, systems, marketing materials or affiliate tools;
- engage in any conduct that Era Trade reasonably determines is inconsistent with the integrity, purpose or fair operation of the evaluation program.

Era Trade may review activity manually or automatically and may consider trading data, platform logs, devices, IP addresses, wallet/payment details, account links, timing, symbols, exposure, correlated accounts, communications and other evidence.

15. Suspension, Review and Termination

Era Trade may review, suspend, restrict, reset, revoke or terminate access to any account, Challenge, Funded-Stage account, dashboard feature, reward request or service where it reasonably believes this is necessary to protect the Services, users, payment integrity, platform integrity, legal compliance or the purpose of the evaluation program. Grounds may include:

- breach of the Agreement or Help Center Rules;
- prohibited trading practice or platform abuse;
- suspected fraud, collusion, manipulation, identity abuse or payment abuse;
- KYC, AML, sanctions, verification or due-diligence failure;
- third-party platform limitation, outage or termination;
- legal, regulatory, security, operational or risk-management reasons;
- failure to cooperate with an investigation or verification request.

Suspension during review does not entitle you to compensation. If Era Trade confirms a material breach, it may cancel affected Challenges, remove simulated results, deny rewards, close accounts and refuse future service, subject to mandatory law. You may close your account at any time; closure does not entitle you to any refund except as expressly provided in the Agreement.

16. Third-Party Services

The Services may integrate with or link to third-party trading platforms, blockchain networks, wallets, crypto payment tools, payment processors, identity-verification providers, analytics providers, hosting providers, support tools, communication tools or other third parties. Third-party services are governed by their own terms and policies. Era Trade is not responsible for third-party services, content, data, uptime, security, pricing, payment settlement, blockchain confirmation times, identity-verification outcomes, platform behavior or technical performance, except where mandatory law provides otherwise.

17. Intellectual Property and Data Use

Era Trade and its licensors own all rights in the Services, including software, source code, dashboards, databases, analytics, reports, design, trademarks, logos, content, educational materials, evaluation methodology, performance metrics, ranking systems, algorithms, processes and documentation.

You receive only a limited, revocable, non-exclusive, non-transferable, non-sublicensable license to use the Services for your personal evaluation and educational purposes in accordance with the Agreement. You must not copy, resell, sublicense, reverse engineer, decompile, scrape, replicate, publish, distribute, create derivative works from or commercially exploit any part of the Services without Era Trade's prior written consent.

You grant Era Trade a worldwide, royalty-free, perpetual, irrevocable license to process, analyze, store, reproduce and use your account data, demo trading activity, performance data, communications and feedback to provide the Services, improve products, develop and train models and analytics, detect fraud, enforce rules, calculate rewards, comply with law and create aggregated or anonymized analytics. Personal data is handled in accordance with the Privacy Policy.

18. Marketing, Testimonials and Performance Examples

Any testimonials, payout examples, leaderboard results, simulated account results, Challenge outcomes or educational examples shown by Era Trade are illustrative and may not represent typical results. Past performance, simulated performance, historical performance or another user's result does not guarantee future performance, reward eligibility or any specific outcome for you. You must not publish false, misleading or deceptive statements about Era Trade, the Services, rewards, Challenge outcomes, platform mechanics, account sizes or your relationship with Era Trade.

19. Disclaimer of Warranties

The Services are provided on an "as is" and "as available" basis. To the fullest extent permitted by Applicable Law, Era Trade disclaims all warranties, whether express, implied, statutory or otherwise, including warranties of merchantability, fitness for a particular purpose, title, non-infringement, accuracy, availability, uninterrupted operation, error-free operation and security. Era Trade does not warrant that:

- the Services will be uninterrupted, error-free, secure or available at all times;
- the Demo Environment will exactly match live market conditions;
- market data, spreads, prices, execution logic or platform behavior will be accurate or complete;
- you will pass any Challenge, receive any reward or achieve any performance target;
- any third-party platform, crypto network or provider will remain available.

20. Limitation of Liability

To the fullest extent permitted by Applicable Law, Era Trade, its affiliates, directors, officers, employees, contractors, agents, licensors and service providers will not be liable for any indirect, incidental, special, consequential, exemplary or punitive damages, or for any loss of profits, loss of opportunity, loss of expected rewards, loss of data, business interruption, reputational harm, trading losses, investment losses, market losses, platform downtime, blockchain/network issues, third-party service failure or simulated performance loss, in each case whether based on contract, tort, statute or otherwise, even if advised of the possibility of such damages.

To the fullest extent permitted by Applicable Law, Era Trade's total aggregate liability arising out of or relating to the Services will not exceed the total amount you paid to Era Trade for the specific Service giving rise to the claim during the three (3) months immediately before the event giving rise to liability.

Nothing in the Agreement excludes or limits any liability that cannot be excluded or limited under Applicable Law.

21. Indemnity

You agree to defend, indemnify and hold harmless Era Trade, its affiliates, directors, officers, employees, contractors, agents, licensors and service providers from and against any claims, losses, damages, liabilities, penalties, costs and expenses, including reasonable legal fees, arising out of or related to:

- your breach of the Agreement or Help Center Rules;
- your misuse of the Services;
- your fraud, manipulation, prohibited trading practice or unlawful conduct;
- your violation of any law or third-party right;
- your documents, data, communications or payment/wallet information;
- any chargeback, payment dispute or payment reversal caused by your breach or improper conduct.

22. Changes to Services and Terms

Era Trade may modify, suspend, replace, discontinue, recalibrate or update any part of the Services, including Challenge parameters, dashboards, analytics, account sizes, demo access, symbols, platform providers, reward schedules, pricing, promotions, technical features and rules.

Era Trade may update these Terms by posting the revised version on its website or dashboard, and, for material changes, by other appropriate notice. The updated Terms apply to new purchases and continued use after the effective date. For already purchased active Challenges, Era Trade will apply the version in effect at purchase unless an update is required for legal, security, platform-integrity, risk-management, third-party platform or mandatory compliance reasons. Continued use of the Services after changes take effect constitutes acceptance.

23. Communications and Electronic Consent

You consent to receive communications from Era Trade electronically, including by email, dashboard notice, in-product message or other electronic means, and you agree that electronic communications satisfy any legal requirement that a communication be in writing. Service, security, payment, KYC and transactional messages may be sent to you even if you have opted out of marketing. It is your responsibility to keep your contact details current and to monitor the email address linked to your account, including for KYC and payout instructions.

24. Force Majeure

Era Trade is not liable for any failure or delay in performance caused by events beyond its reasonable control, including acts of God, natural disasters, epidemics or pandemics, war, terrorism, civil unrest, government action, changes in law or sanctions, power or internet failures, telecommunications or hosting failures, cyber-attacks, blockchain-network failures or congestion, or the acts or omissions of third-party platforms or providers.

25. Assignment

You may not assign, transfer or delegate the Agreement or any of your rights or obligations under it without Era Trade's prior written consent. Era Trade may assign, transfer or delegate the Agreement, in whole or in part, including in connection with a merger, acquisition, restructuring, financing or sale of assets, without your consent, provided your rights under the Agreement are not materially reduced.

26. General Provisions

Entire agreement. The Agreement constitutes the entire agreement between you and Era Trade regarding the Services and supersedes all prior understandings, whether written or oral, on that subject matter.

Severability. If any provision of the Agreement is held invalid or unenforceable, that provision will be modified to the minimum extent necessary, or severed, and the remaining provisions will remain in full force and effect.

No waiver. Era Trade's failure or delay in exercising any right does not waive that right, and any waiver must be in writing to be effective.

No third-party beneficiaries. Except for Era Trade's affiliates and indemnified parties, the Agreement does not create any rights for any third party.

Set-off. Era Trade may set off any amounts you owe it against any Performance Reward, refund or other amount payable to you.

Survival. Provisions that by their nature should survive termination — including those on fees, no financial services, intellectual property and data use, disclaimers, limitation of liability, indemnity, governing law and general provisions — survive termination of the Agreement.

Language. The English version of the Agreement is the controlling version and prevails over any translation, unless mandatory law requires otherwise.

27. Complaints, Support and Notices

Support requests should be sent to support@eratrade.net. Legal notices, refund-benefit requests and complaints may be sent to legal@eratrade.net, unless Era Trade publishes a different process in the dashboard or Help Center. Era Trade may require your account ID, payment ID, wallet transaction hash, screenshots, platform logs, identity verification or other information to investigate a request, and aims to acknowledge complaints within a reasonable period.

28. Governing Law and Jurisdiction

Unless mandatory consumer-protection law provides otherwise, the Agreement and any non-contractual obligations arising from or relating to it are governed by the laws of the United Arab Emirates as applied in the Emirate of Dubai.

The parties will first attempt to resolve any dispute through good-faith negotiation for thirty (30) days after written notice. If the dispute is not resolved, the courts of Dubai, United Arab Emirates will have exclusive jurisdiction, except that Era Trade may seek urgent injunctive or equitable relief in any court with jurisdiction where necessary to protect its rights, systems, users, confidential information, intellectual property, payment integrity or platform integrity.

To the fullest extent permitted by Applicable Law, disputes must be brought on an individual basis only, and you waive any right to participate in a class, collective, representative or group action against Era Trade.