Institutional Hands - Terms and Conditions

Version: IH-TC-2026-11 | Effective: 2 November 2026

These Terms and Conditions ("Terms") are an agreement between you ("Client", "you") and Institutional Hands ("IH", "we", "us"). They apply to the IH website, the member dashboard at app.institutionalhands.com, and the automated trade-execution software ("Service"). You accept these Terms, together with the IH Risk Disclosure, during intake in the IH dashboard by typing your full name. The Risk Disclosure is part of these Terms.

1. The Service

1.1 IH provides automated trade-execution software. Once you connect a prop-firm account, the software places trades on it under fixed, rule-based strategies.

1.2 IH is a software provider. We are not a broker, financial adviser, fund manager, introducing broker or signal service. We do not give investment, financial, tax or legal advice.

1.3 We do not hold your money. All payouts go from the prop firm directly to you. We cannot withdraw from your account.

1.4 We support the prop firms and account sizes shown in the dashboard (currently Apex and Lucid Flex, 50K, 100K and 150K). We may add or remove firms, plans or instruments at any time.

1.5 We aim to set up a new account within 12 hours of receiving valid login details. Set-up times are a target, not a guarantee.

2. Eligibility

2.1 You must be at least 18 years old and legally able to enter into this agreement.

2.2 You must be the owner of every prop-firm account you connect, and you must give true and complete details at intake.

2.3 You are responsible for making sure the Service is legal where you live. We may refuse or stop the Service in any country, at our discretion.

3. Your accounts and login details

3.1 To connect an account, you give us your Rithmic login details. We store them encrypted and use them only to run the Service on your accounts.

3.2 You buy and pay for your evaluations, activations, resets and data fees directly with the prop firm. These costs are yours in all cases.

3.3 While the software is connected, you must not:

- trade manually on a connected account, or change, move or cancel its orders;
- log in to Rithmic with the same login (for example R Trader Pro or any other platform), because a second session can disconnect the software in the middle of a trade;
- connect the account to any other bot or copy service;
- change your password, account settings or risk settings without telling us first.

3.4 If you want to pause, withdraw a payout, reset or change an account, tell us through the dashboard or at support@institutionalhands.com first.

3.5 You must follow your prop firm's rules. Some firms limit automated trading, copy trading, trading the same strategy on many accounts, or access by others. It is your responsibility to check this. If a prop firm closes an account or refuses a payout, IH is not liable.

4. Trading rules

4.1 Strategies, position sizes and risk settings are set by IH and are the same for all clients on a plan. They cannot be changed per client once an account is live.

4.2 Every trade has a stop-loss. The software does not average down, does not use martingale and does not hedge. Positions are normally closed before the daily close.

4.3 We may pause trading, reduce size, or stop a strategy on any account at any time, for example in extreme market conditions, during outages, or to protect the account.

5. Fees

5.1 There is no upfront fee and no monthly subscription for the Service.

5.2 IH charges 22% of every payout you withdraw from a connected account.

5.3 First payout: the IH fee on your first payout is waived up to USD 450. Any fee above USD 450 on the first payout is charged as normal.

5.4 You must report every payout to us. We may check payouts against the account data and the prop firm's records.

5.5 We send an invoice after each payout. Payment is due within 14 days of the invoice date.

5.6 If an invoice is not paid on time, we may stop the Service on all your accounts until it is paid, and end this agreement.

5.7 If an account fails, no IH fee is due for that account. IH does not refund, replace or pay for any prop-firm fee or evaluation.

5.8 You are responsible for your own taxes on payouts.

6. Referrals

If you refer new clients through your referral link, you may receive a commission as shown in the dashboard. Commission is paid only on IH fees actually received from the referred client. A waived first-payout fee earns no commission.

7. No guarantee

7.1 There is no guarantee of profit, of passing an evaluation, of payouts, or of any result.

7.2 All performance figures we share, including the figures in the Risk Disclosure, are based on backtests unless clearly marked as live. Backtests are hypothetical and do not predict future results.

7.3 The Service is provided "as is" and "as available". We do not guarantee that it will run without interruption, delay or error.

8. Limitation of liability

8.1 IH is not liable for any trading loss, failed evaluation, breach, closed account, refused or reduced payout, lost profit, or any indirect or consequential damage, however caused, including through software errors, outages, connection problems or prop-firm decisions.

8.2 If IH is found liable for anything despite clause 8.1, our total liability is limited to the IH fees you paid in the 12 months before the claim.

8.3 Nothing in these Terms limits liability that cannot be limited by law.

9. Indemnity

You agree to cover IH for any claim, loss or cost that results from your breach of these Terms, your breach of a prop firm's rules, giving false information, or breaking any law.

10. Intellectual property

All software, strategies, code and content of IH remain the property of IH. You receive a personal, limited, non-transferable licence to use the Service on your own accounts. You may not copy, share, resell or reverse-engineer the Service or its trades.

11. Confidentiality and privacy

11.1 We treat your details and login data as confidential and only use them to run and bill the Service, and to meet legal obligations.

11.2 Trade details, strategy information and dashboard content are confidential. You may not publish or share them without our written consent.

12. Ending the agreement

12.1 You may end this agreement at any time by telling us through the dashboard or by email. We will disconnect the software from your accounts. We recommend changing your Rithmic password afterwards.

12.2 We may end this agreement, or stop the Service on any account, at any time, including for non-payment, breach of these Terms, suspected misuse, or if continuing would be against the law or a prop firm's rules.

12.3 Fees for payouts received before the end of the agreement, including payouts withdrawn after the end from profits made while the Service was connected, remain due.

12.4 When the Service stops, the software will close any open position it placed, or leave it for you to manage if closing is not possible.

13. Changes

We may update these Terms or the Risk Disclosure. We will tell you about material changes by email or in the dashboard. If you keep using the Service after the change date, the new version applies. If you do not agree, you can end the agreement under clause 12.

14. General

14.1 If any part of these Terms is found invalid, the rest stays in force.

14.2 These Terms, together with the Risk Disclosure, are the full agreement between you and IH about the Service.

14.3 These Terms are governed by the laws of the United States of America and of the state in which Institutional Hands is registered, without regard to conflict-of-law rules. Disputes will be settled exclusively by the state or federal courts of that state.

14.4 Contact: support@institutionalhands.com. Legal: legal@institutionalhands.com.

15. Acceptance

You accept these Terms during intake in the IH dashboard, by typing your full name. No paper or PDF signature is needed. Typing your name has the same effect as a handwritten signature. We record your name, the date and time, your IP address and the versions you accepted.

By typing my full name during intake, I confirm that I have read, understood and accept these Terms and Conditions and the IH Risk Disclosure (version IH-RD-2026-11), and that the information I gave at intake is true.

Version IH-TC-2026-11. Institutional Hands, United States of America.