Guide - How Escrow Protects Your Trade

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Escrow is the safety net on every TFE trade. Instead of sending money directly to a stranger, funds are held by the platform and released only when both sides have met their side of the deal.

100%
Trades escrow-protected

2-sided
Protection for buyer & seller

Fair
Dispute resolution

Step by step

1. Buyer funds the trade - the money is locked in escrow, not sent to the seller yet.
2. Seller sees the funds are secured and delivers the currency or crypto.
3. Buyer confirms receipt.
4. Escrow releases the funds to the seller. Done - safely, for both parties.

Key points

- ✓ Neither side can walk away with both the money and the goods.
- ✓ If something goes wrong, either party can open a dispute.
- ✓ Our team reviews evidence and resolves disputes fairly.

Frequently asked questions

What if the other person does not deliver?
Do not confirm. Open a dispute and our team will step in and review the case.

When is escrow released?
Only after the buyer confirms they have received what was agreed.

Can I cancel a trade in escrow?
Yes, before delivery - both sides can agree to cancel and funds return to the buyer.

> Never confirm receipt or release escrow until you have actually received your funds or coins.

Need help?

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