

# REFUND POLICY

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## 1 Refund Request

### 1.1 General Guidelines

- 1.1.1 In specific cases, the Client may file for a refund of payments made through bank transfers or credit cards back to his/her account.
- 1.1.2 All refund requests will be subject to evaluation and approval by the Company. Before requesting a refund, the Client must ensure the following:
- The trading account is free of any pending orders or open trades
  - There are no ongoing conflicts or obligations associated with the relationship between the Company and the Client bound by the Terms & Conditions of Use
  - There are no ongoing contracts or agreements between the Client and the Company
  - The trading account has never been suspended due to violating the Terms and Conditions of the Company; and
  - The Client does not have any history of noncompliance with the Terms and Conditions of the Agreement
- 1.1.3 The Company reserves the right to reject the Client's refund request if such was made with unseemly intentions or if it contradicts the Terms and Conditions.
- 1.1.4 Refund requests will be processed within ten business days, and the refund status will be confirmed through the Client Dashboard on the Site.

### 1.2 Method of Refund

- 1.2.1 Refund requests will be subject to the approval of the Company, and the funds will be transferred through the Payment Service Provider ("PSP") used by the Client to deposit.
- 1.2.2 In case the deposit method used is temporarily or permanently unavailable, other payment methods will be offered to the Client. The Client hereby agrees to be bound to the terms and conditions of the chosen bank or PSP.
- 1.2.3 The Company can only conduct refunds to credit card transactions with the same amount of money as the Client initially deposited.
- 1.2.4 The Company does not charge any fee for refunds. If the Client disagrees with any condition in this policy, the Client is advised to terminate all contracts and agreements with the Company.



Trading with currencies, Contracts for Differences (CFDs), and other leveraged products comes with considerable exposure to risks. Additionally, market volatility may substantially affect the price or liquidity of an asset, where it is possible to sustain losses of some or all investments. Therefore, you should carefully assess your investment objectives, experience level, and risk appetite, and you should not use funds more than you are prepared to lose. Before deciding to trade, you should know and accept all the risks of trading in the financial market and seek independent advice if necessary.



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