

Refund Policy

- i. This Policy should be read in conjunction with the Company's Terms and Conditions.
- I. The purpose of this policy is to determine the return of funds procedure and for the prevention of conflicts between clients and the Company, as well as reduction of risks related to AML.
- II. The Client may request a refund through the Withdrawal section of their trading account within the timeframe provided by the relevant payment provider.
- III. The Company reserves the right to return or remit the net amount received to the original remitter using the same payment method and account details used for their deposit, where technically feasible.
- IV. If it is not possible to process the refund through the original payment method, the Company will transfer the funds to an alternative payment account in the Client's name, as agreed upon by the Client and the Company.
- V. Refunds to credit or debit cards are typically processed by the Company within one (1) business day but may take longer in certain circumstances, including but not limited to, account verification.
- VI. The Company prohibits third party and/or anonymous deposits and only accepts deposits carried out by account holders. In case a deposit is made to a Client account by a third party, the Company shall send the funds back to the third-party source via the same payment method.
- VII. The Company shall not return funds that have been used for trading activities and/or associated charges.
- VIII. Users may be asked to provide documents as defined in our AML & KYC policy. The company strives to process all verification within 24 hours. However, in some cases, it may increase the process up to 30 working days.
- IX. The Company reserves the right to modify this Refund Policy at its discretion. Any amendments will be published on the Company's website and will take effect immediately unless otherwise stated.