

## REFUND CONDITIONS AND GUIDELINES

This **Refund Conditions and Guidelines** document (*hereinafter referred to as the “Policy”*) outlines the terms under which deposit refunds may be considered by the Company. By initiating transactions with the Company, you acknowledge that you have read, understood, and accepted the conditions contained herein.

Refunds are not guaranteed and are subject to the Company’s internal review procedures. Requests will only be considered if they comply with the Company’s terms of use, policies, and applicable regulatory obligations. The Company retains full discretion to accept, reject, or modify refund requests, and may decline such requests without obligation to provide detailed reasoning.

Refunds may only be requested within fourteen (14) calendar days from the date of your account registration. Requests submitted beyond this period will not be eligible for processing. Submission of a request does not constitute automatic approval, and all refund evaluations are conducted on a case-by-case basis.

Refunds shall not be granted for financial losses incurred as a result of trading activity. All trades are executed at the Client’s discretion, and any resultant loss does not constitute grounds for a refund.

Refunds are generally limited to cases involving erroneous deposits, duplicate payments, or unauthorized transactions. Refunds are not provided for losses resulting from trading activity or market movement.

If your account has been suspended, restricted, or terminated due to violations of the Company’s Terms of Service or other agreements, any associated refund request will be automatically declined. The Company does not process refunds for clients whose accounts are under investigation or involved in unresolved disputes.

Refunds will be processed through the original payment method whenever feasible. If the original method is unavailable due to technical or regulatory limitations, the Company may use an alternative refund channel, provided the recipient account has been verified in accordance with the Company’s KYC and AML procedures. All refund transactions are subject to the policies and processing timelines of the relevant payment service providers and financial institutions.

By submitting a refund request, the Client affirms that all information provided is accurate and that they have not violated any applicable laws or Company policies. Any misrepresentation may result in rejection of the refund request and further action.

The Company reserves the right to delay or withhold a refund if there is a suspicion of fraud, abuse, or suspicious activity associated with the Client's account or transaction. In such cases, the refund process may be suspended pending the completion of an internal investigation and/or reporting to relevant authorities, if required.

The Company does not impose fees for processing refunds. However, you acknowledge that external fees or deductions may be applied by third-party banks, processors, or intermediaries, for which the Company bears no responsibility. Any such charges will be borne solely by you.

The Company shall not be held responsible for refund delays or failures resulting from force majeure events, including but not limited to natural disasters, cyberattacks, banking disruptions, or regulatory interventions beyond the Company's control.

Once a refund request is approved, the Company will process the transaction within seven (7) business days. The time required for funds to appear in your account may vary depending on the policies of your payment provider but shall not exceed thirty (30) business days from the date of processing.

To ensure a smooth and timely refund process, it is your responsibility to provide accurate and complete information when submitting a request. Missing, inaccurate, or unverifiable details may result in delays or denial of the refund.

The Company reserves the right to update or amend this Policy at its discretion. Any such changes will become effective upon publication on the Company's website. It is your responsibility to periodically review the latest version to remain informed of the current terms governing refunds.

## **Client Acknowledgement**

By proceeding with the use of the Company's services, you confirm that you understand and accept the contents of this Refund Conditions and Guidelines statement and agree to bear responsibility for ensuring compliance with its terms.

