



Refund Procedure



1. Procedures for Refund

1.1. Compliance

1.1.1. The Refund Procedure is imposed by the Company to establish an orderly method when requesting or filing for a refund of payments conducted through bank transfer or credit card.

1.1.2. All refund requests will be subject to the Company's evaluation and approval. In its sole discretion, the Company may reject or cancel a refund request if it is made with unseemly intentions or if it contradicts the Terms and Conditions.

1.1.3. The Client affirms that by filing for a refund, he/she has thoroughly read and understood the Company's Terms and Conditions and other legal documentation.

1.1.4. A refund can only be processed if the request was made within fourteen (14) business days of the account's opening, which otherwise can no longer be issued.

1.1.5. Before the Client files for a refund, he/she must ensure that:

- A) He/she does not have any pending or ongoing trades in his/her trading account
- B) There are no unresolved conflicts related to the Terms and Conditions
- C) His/her trading account has never been suspended or restricted due to violating the Terms and Conditions
- D) There is no existing contract or agreement between the Client and the Company

1.2. Refund Method

1.2.1. In compliance with the terms and conditions of the Company's affiliated banks and payment service providers ("PSPs"), refund transactions shall be transferred using the initial method used to deposit such funds.

1.2.2. If the relevant method is temporarily or permanently unavailable or inaccessible, the Company will offer a different available method suitable for the transaction. The Company can only process the same or a lesser amount of the initial deposit using the respective method.

1.2.3. The Company does not charge fees for financial transactions, including refunds. The Client acknowledges that he/she is solely responsible for any additional costs or charges from third-party banks or payment processors.

1.2.4. All refund requests shall be processed within seven (7) business days, and if such request was approved and successfully processed, the Client should expect to receive his/her refund within thirty (30) business days.