

# **POLICY ON REFUNDS**

*(Incorporated by Reference into and Forming an Integral Part of the Usage Terms and Policies)*

## **1. Scope, Purpose, and Applicability**

### **1.1 Objective and Coverage of this Policy**

(a) This Policy on Refunds (hereinafter referred to as the “**Policy**”) establishes the governing principles, conditions, and procedures applicable to any request for the return of funds previously deposited into a trading account maintained with the Company.

(b) The purpose of this Policy is to ensure transparency, consistency, and regulatory compliance in the handling of refund-related requests, while safeguarding the integrity of the Company’s financial operations and risk management framework.

(c) This Policy applies to all Clients without exception and governs all refund-related interactions, irrespective of the payment method utilized or the jurisdiction of the Client.

(d) By initiating any financial transaction or submitting a refund request, the Client expressly confirms their understanding of and agreement to be bound by the provisions contained herein.

### **1.2 Relationship with Usage Terms and Policies**

(a) This Policy shall be construed as an integral and inseparable component of the Company’s Usage Terms and Policies.

(b) The provisions contained herein shall supplement, and not replace, the terms governing deposits, withdrawals, and financial transactions under the main Agreement.

(c) In the event of any inconsistency, the interpretation that provides greater protection to the Company’s legal, financial, and regulatory position shall prevail, to the extent permitted by applicable law.

(d) Acceptance of the Company’s services shall constitute acceptance of this Policy in its entirety.

## **2. Client Acknowledgment and Binding Effect**

### **2.1 Confirmation of Understanding**

(a) Prior to submitting any refund request, the Client confirms that they have thoroughly reviewed and understood this Policy, together with all related agreements and supplementary documents issued by the Company.

(b) The Client acknowledges that eligibility for any refund is conditional upon strict adherence to the Company's contractual, operational, and compliance requirements.

(c) The submission of a refund request shall be deemed as a legally binding declaration that the Client accepts all conditions governing such request.

## **3. Eligibility Criteria and Submission Period**

### **3.1 Time-Limited Eligibility**

(a) Refund requests shall only be considered valid if submitted within fourteen (14) calendar days from the date of account registration or initial deposit, whichever is applicable.

(b) Any request submitted beyond this specified period shall be deemed automatically ineligible and shall not be processed under any circumstances.

(c) The Client acknowledges that the time limitation is a fundamental condition of this Policy and is strictly enforced without exception.

## **4. Review, Approval, and Discretionary Authority**

### **4.1 Company's Right of Determination**

(a) All refund requests are subject to internal review, verification, and approval processes conducted by the Company.

(b) The Company retains absolute discretion to approve, reject, suspend, or cancel any refund request, without obligation to provide justification, subject to applicable laws.

- (c) Requests may be declined where there is reasonable suspicion of misuse, abuse of policy, fraudulent intent, or non-compliance with any applicable agreement or regulation.
- (d) The Client acknowledges that submission of a request does not guarantee approval.

## **5. Restricted, Suspended, or Terminated Accounts**

### **5.1 Ineligibility Based on Account Status**

- (a) Refund requests associated with accounts that have been suspended, restricted, or terminated due to breaches of the Company's agreements shall not be eligible for processing.
- (b) The Company reserves the right to permanently deny refund access where account activity is deemed non-compliant, abusive, or unlawful.
- (c) The Client accepts that account status directly impacts refund eligibility.

## **6. Payment Method and Processing Framework**

### **6.1 Refund Methodology**

- (a) Refunds shall, as a general rule, be processed using the same payment method originally utilized for the deposit.
- (b) This requirement is implemented to comply with anti-money laundering (AML) and financial security standards.
- (c) Where the original payment method is unavailable, the Company may, at its sole discretion, determine an alternative method deemed appropriate.
- (d) The Client agrees to comply with any verification procedures required to facilitate such processing.

## **7. Third-Party Charges and External Costs**

### **7.1 Allocation of Fees**

- (a) The Company does not impose internal fees for refund processing.

(b) Notwithstanding the above, the Client shall bear full responsibility for any charges imposed by third-party financial institutions, including but not limited to banks, payment service providers, and intermediaries.

(c) Such charges may include transaction fees, currency conversion costs, and intermediary banking fees.

## **8. Processing Timelines and Delays**

### **8.1 Operational Timeframes**

(a) Approved refund requests shall be processed within a reasonable operational period, typically not exceeding seven (7) business days.

(b) The time required for funds to be credited to the Client's account may extend up to thirty (30) business days, depending on the processing timelines of external financial institutions.

(c) The Company shall not be held responsible for delays attributable to third-party providers, banking systems, or external processing networks.

## **9. Information and Documentation Requirements**

### **9.1 Client Obligations**

(a) The Client is required to provide accurate, complete, and up-to-date information to facilitate the processing of any refund request.

(b) The Company reserves the right to request additional documentation, including but not limited to proof of identity, payment verification, and source of funds.

(c) Failure to provide the required documentation within a reasonable timeframe may result in delays, suspension, or rejection of the request.

## **10. Exclusions and Non-Refundable Circumstances**

### **10.1 Non-Eligible Refund Scenarios**

- (a) Refunds shall not be granted for losses incurred as a result of trading activities, market movements, or Client decisions.
- (b) Funds that have been used in trading, transferred, or otherwise engaged within the platform may not qualify for reimbursement.
- (c) The Client acknowledges that trading outcomes are final and not subject to reversal under this Policy.

## **11. Anti-Abuse and Fraud Prevention**

### **11.1 Misuse of Refund Rights**

- (a) Any attempt to exploit, manipulate, or misuse the refund process shall be considered a material breach of the Company's agreements.
- (b) The Company reserves the right to investigate suspicious refund activity and take appropriate action, including account suspension or legal proceedings.
- (c) The Client agrees to cooperate fully with any such investigation.

## **12. Amendments and Policy Updates**

### **12.1 Right to Modify**

- (a) The Company reserves the right to revise, amend, or update this Policy at any time without prior notice.
- (b) Any modifications shall become effective immediately upon publication on the Company's official platform or website.
- (c) Continued use of the Company's services shall constitute acceptance of the updated Policy.

## **13. Final Acknowledgment**

### **13.1 Acceptance and Responsibility**



- (a) The Client confirms that they have read, understood, and accepted this Policy in full.
- (b) The Client acknowledges that all refund requests are subject to strict conditions and discretionary review.
- (c) The Client agrees to comply with all requirements set forth herein.
- (d) The Client understands that this Policy is binding and enforceable as part of the Company's contractual framework.