



# REFUND POLICY

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## 1. Request of Refund

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.

1.2. All refund requests will be subject for evaluation and approval of the Company. Before requesting for a refund, the Client must ensure that:

1.2.1. He/she does not have any pending orders or open trades;

1.2.2. There are no ongoing conflicts associated with the relationship of the Company and the Client bound by the Terms and Conditions;

1.2.3. The account has not been suspended due to violating the Terms and Conditions of the Company; and/or

1.2.4. There is no ongoing contract or agreement between the Client and the Company.

1.3. The Company reserves the right to reject the Client's refund request if it is made with unseemly intentions or if it is contradicting with the Terms and Conditions of the Company.

1.4. Refund requests will be processed within ten (10) business days and refund status will be confirmed in the Client area.

## **2. Method of Refund**

2.1. Refund requests will be subject for approval of the Company, and funds of the Client will be transferred through the Payment Services Provider ("PSP") used by him/her to deposit.

2.2. In case that the deposit method is temporarily, or permanently, unavailable, other payment methods will be offered to the Client provided that he/she agrees to be bound to the terms and conditions of the chosen bank or PSP.

2.3. The Company can refund to credit card transactions only, with the same amount of money to what was initially deposited by the Client.

2.4. The Company does not charge any fee for refunds. In any case that the Client disagrees with any condition from this policy, he/she is advised to end all ongoing contract and/or agreements with the Company.

