



## **RETURN AND REIMBURSEMENT POLICY**

### **CHAPTER I – GENERAL PROVISIONS**

**I.I** This Return and Reimbursement Policy (*hereinafter the “Policy”*) sets forth the terms and conditions governing the submission, evaluation, and processing of refund requests relating to deposits made to trading accounts held with the Company. By conducting transactions with the Company, the Client acknowledges and agrees to be bound by the provisions of this Policy.

**I.II** The Client acknowledges having reviewed and accepted the Company’s Terms of Use and other applicable agreements. Eligibility for refunds is subject to strict adherence to this Policy and all contractual obligations.

**I.III** The Company reserves the sole discretion to accept, reject, or cancel any refund request. Such discretion extends to any refund claim that conflicts with the Company’s Terms, policies, or applicable law.

### **CHAPTER II – ELIGIBILITY AND SUBMISSION OF REQUESTS**

**II.I** Requests for refunds must be submitted within fourteen (14) calendar days from the date of registration of the Client’s trading account. Requests received after this period shall be deemed ineligible and will not be processed.

**II.II** Refund requests associated with accounts that have been suspended, restricted, or terminated due to violations of the Company’s Terms, policies, or contractual agreements will be denied without exception.

**II.III** All refund requests must be accompanied by accurate and complete information as required by the Company. Incomplete or inaccurate submissions may lead to delays or denial of the refund.

**II.IV** The Company shall not be held liable for any fees or charges imposed by third-party financial institutions or payment providers. The Client assumes full responsibility for such third-party costs related to refund transactions.

### **CHAPTER III – PROCESSING AND PAYMENT OF REFUNDS**

**III.I** Once approved, refund requests will be processed within seven (7) business days. The timeframe for the Client to receive the refund is subject to the processing schedules of the relevant banks and payment processors, which may take up to thirty (30) business days.

**III.II** Refunds will be issued via the same payment method used for the original deposit, subject to the limitations and policies of the payment provider. If the original payment method is unavailable, the Company reserves the right to determine an alternate refund method.

**III.III** The Client acknowledges that technical issues, operational delays, or other unforeseen circumstances may affect refund timing, and agrees that the Company shall not be held liable for such delays.

## **CHAPTER IV – AMENDMENTS AND FINAL PROVISIONS**

**IV.I** The Company reserves the right to amend, modify, or update this Policy at any time without prior notice. Amendments shall take effect immediately upon publication on the Company's website or through other official communication channels. Continued use of the services following such updates constitutes acceptance of the revised Policy.

**IV.II** The Client acknowledges that refunds are granted at the sole discretion of the Company and are not an entitlement. The Client waives any claims against the Company arising from denial or delay of refunds except as expressly set forth in this Policy.

