

Refund and Cancellation Procedure



This (the “Policy”) establishes the formal framework governing the submission, evaluation, and execution of requests for the return of funds credited to Client trading accounts. By participating in transactions with the Company, the Client acknowledges and agrees to adhere to the stipulations outlined herein.

Article 1: Scope and Applicability

1.1: The Client further confirms that they have reviewed and accepted the Company’s Customer Agreement, Company Service Terms, and any supplementary contractual instruments applicable to their account. Eligibility to request refunds is contingent upon strict compliance with this Policy and all other contractual commitments.

1.2: The Company retains exclusive discretion to approve, partially approve, or reject any refund request. Such determinations are final, binding, and may be influenced by legal, regulatory, or internal compliance considerations.

Article 2: Eligibility Criteria and Submission Requirements

2.1: Refund requests must be submitted within fourteen (14) calendar days from the date of account registration. Requests received outside this timeframe shall not be considered.

2.2: Accounts that have been restricted, suspended, or terminated due to violations of the Company’s Customer Agreement, Terms of Use, anti-fraud policies, or other regulatory or internal compliance measures are ineligible for refund consideration.

2.3: All refund submissions must be transmitted through the Company’s official communication channels and must contain accurate, complete, and verifiable information. Requests containing false or incomplete information may be rejected without further review.

2.4: Clients are responsible for all third-party charges, banking fees, or processing costs associated with refunds. The Company is not liable for any such ancillary fees or costs.

2.5: Duplicate submissions for the same refund request will not be processed unless accompanied by new information or evidence demonstrating a material change in circumstances.

Article 3: Processing Timelines and Disbursement



3.1: Upon approval, the Company shall initiate the refund procedure within seven (7) business days. Final settlement may vary depending on the processing requirements of financial institutions and may extend up to thirty (30) business days.

3.2: Refunds will ordinarily be returned via the original payment method used by the Client. If the original method is unavailable or impracticable, the Company reserves the right to designate an alternative channel in accordance with compliance requirements.

3.3: The Client acknowledges that operational, technological, or force majeure events may delay refund execution. The Company shall not be held responsible for losses arising from such delays provided that it acts in good faith and exercises reasonable diligence.

Article 4: Amendments and Governing Authority

4.1: The Company may modify, update, or revise this Policy at its sole discretion and without prior notice. Such revisions shall take effect immediately upon publication on the Company's official website or through other appropriate communication channels. Continued use of the Company's services following such amendments constitutes the Client's acceptance.

4.2: Refunds are discretionary and not guaranteed. The Client waives any claim to legal remedy based solely on denial or delay of a refund, except as otherwise provided by applicable law or as explicitly stated in this Policy.

Article 5: Record Retention and Audit

5.1: The Company will maintain records of all refund requests, approved or denied, for a minimum period of two (2) years. These records may be subject to internal review or inspection by authorized external parties, including auditors or regulatory authorities, for purposes of compliance and dispute resolution.

Article 6: Communication and Verification Procedures

6.1: The Client must provide a valid email address or official communication channel to receive notifications regarding refund status.



6.2: The Company may request additional documentation to verify the identity of the Client or the validity of a refund request. Failure to provide requested documents may result in suspension or denial of the refund.

Article 7: Force Majeure and Exceptional Circumstances

7.1: The Company is not liable for delays or inability to process refunds due to events beyond its reasonable control, including but not limited to natural disasters, cybersecurity incidents, banking interruptions, or regulatory restrictions.

7.2: In such circumstances, refunds will be processed as soon as reasonably practicable once normal operations are restored.