

# Refund Procedure



## Refund Procedure

The Refund Procedure is imposed to establish an orderly method when you request or file for a refund for deposits you have made in your trading account with us.

All refund requests are subject to our approval and will be reviewed by our relevant department accordingly. You acknowledge and accept that you have read and understood our official Terms and Conditions and other provided legal documentation upon your refund request.

Refunds can only be issued if the request was made within 14 days of the trading account's registration, where you agree that any refund request made after the stated days will not be processed anymore.

We reserve the right to reject or cancel any refund request at our sole discretion if such was made with unseemly intentions or if it contradicts any of our Terms and Conditions of Use or other agreements.

You must also ensure that you do not have any ongoing or unresolved conflict related to our Terms and Conditions and other contracts or agreements between you and the Company. Any refund request from an account with a record of suspension or restriction due to violating our Terms and Conditions will be rejected automatically.

In compliance with the general conditions of our affiliated banks and payment service providers ("PSPs"), your refund transactions will be processed through the same method you used to deposit.

If the fund was processed through a credit card, we could only refund it in the same or fewer amounts. If the payment method you have used becomes temporarily or permanently unavailable, we will offer a different available method appropriate for your transaction. We do not charge any fee for financial transactions, including refunds, wherein you are responsible for settling any additional costs or charges from third-party banks or payment processors.

You acknowledge and agree that all refund requests are processed within seven business days. If the refund request is approved and processed successfully, you can expect to receive it within up to 30 business days.

You understand and agree that you must provide all necessary information with the correct and accurate details that we require upon your refund request.

**Risk Disclosure:** Engaging in the trading of leveraged products carries substantial risk and may not be suitable for all individuals. The leverage offered in trading can amplify both potential gains and losses, and there is a substantial risk of losing more than your initial investment. Market conditions can change rapidly, and unexpected geopolitical events or economic data releases may cause volatile price movements, leading to unpredictable changes. Traders should carefully consider their risk tolerance, financial situation, and investment objectives before trading. Seek professional advice if necessary to ensure informed decision-making in the complex and dynamic financial environment.



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