



commerce
wealth



REFUND POLICY

1. Refund of Deposit

1.1. In specific cases, the Client may file for a refund of payments back to his/her account. All refund requests will be subject to the evaluation and approval of the Company. Before requesting for a refund, the Client must ensure that:

- He/she does not have any pending orders or open trades
- There are no ongoing conflicts in connection with the relationship of the Company and the Client bound by the Terms and Conditions
- The trading account has not been suspended due to violating the Terms and Conditions
- There is no ongoing contract or agreement between the Client and the Company

1.2. 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 10 business days and refund status will be confirmed on the Website in the Client's trading account.

2. Refund Method

2.1. Refund requests will be subject to the approval of the Company, and funds of the Client will be transferred through the Payment Services Provider ("PSP") used by him/her to deposit. The requested refund amount must be the same amount of money with what was initially deposited by the Client.

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 by the terms and conditions of the chosen bank or PSP.

2.3. The Company does not charge any fee for refunds. However, the Company cannot guarantee that the Client will be free from any transaction fees charged by his/her bank. In any case that the Client disagrees with any condition from this policy, he/she is advised to end all ongoing contract or agreements with the Company.

