

1. Refund of Deposit

- 1.1. In specific cases, the Client may file for a refund of payments to his/her account. All refund requests will be subject to the evaluation and approval of the Company. Before requesting a refund, the Client must ensure the following:
 - He/she does not have any pending orders or open trades
 - There are no ongoing conflicts in connection with the relationship between 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 will only issue a refund to Clients who have opened their trading account within 14 business days.
- 1.3. The Company reserves the right to reject the Client's refund request if it is made with unseemly intentions or if it contradicts 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 Company's approval, and the Client's funds 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 as what was initially deposited by the Client.
- 2.2. In case 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. If the Client disagrees with any condition from this policy, he/she is advised to end all ongoing contracts or agreements with the Company.



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