

# Refund Policy



## Introduction

The Refund Policy is imposed to establish an orderly method when clients request or file for a refund for deposits they have made in their trading account with the Company.

## Requesting a Refund

To place a refund request, clients can contact the Company via live chat support on the Website. Clients can also call the Company at +18008328170 or send an email to [support@livaxxen.com](mailto:support@livaxxen.com), which should include the necessary Client information. All refund requests are subject to the Company's approval and will be reviewed by the relevant department accordingly.

## Eligibility Criteria

The Client acknowledges and accepts that he/she has read and understood the official User Service Agreement and other provided legal documentation upon the refund request. In the Company's sole discretion, it reserves the right to reject or cancel any refund request if such was made with unseemly intentions or if it contradicts any terms and conditions from the User Service Agreement or other agreements.

The Client must also ensure that he/she has no ongoing or unresolved conflict with the User Service Agreement and other contracts or agreements between him/her and the Company. Any refund request from an account with a record of suspension or restriction due to violating the User Service Agreement or other policies will be rejected automatically.

The Client understands and agrees that all the necessary information must be provided, including the correct and accurate details that the Company requires upon the refund request.

## Method of Refund

In compliance with the general conditions of the affiliated banks and payment service providers ("PSPs"), the Client's refund transactions will be processed using the same method he/she used to deposit.

If the fund was processed through a credit card, the Company could only refund it in the same or fewer amounts. If the payment method the Client has used becomes temporarily or permanently unavailable, the Company will offer a different available method appropriate for the transaction.

## Fees and Charges

The Company does not charge any fee for financial transactions, including refunds, wherein clients are responsible for settling any additional costs or charges from third-party banks or payment processors.



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**Risk Warning:** Trading financial instruments carries a high level of risk to your capital, with the potential for losses exceeding your initial investment, where more than 70% of traders end up losing their invested capital. Market volatility, influenced by various economic factors and geopolitical events, can lead to significant fluctuations in asset prices, making it challenging to predict outcomes accurately. It is crucial to understand the risks involved in trading and to carefully consider your risk tolerance before engaging in any trading activity. No guarantee of profit is implied or guaranteed, and past performance is not necessarily indicative of future results.

## Processing Time

The Client acknowledges and agrees that all refund requests are processed within seven business days, and if such a refund request is approved and processed successfully, he/she can expect to receive it in up to 30 business days.

## Policy Updates

The Company reserves the right to modify or update the refund policy at any time without prior notice. Clients are advised to check this document periodically for any changes.

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