



# Refund Policy



**BROKERAGEA**

# REFUND POLICY

## 1. INTRODUCTION

1.1. The Refund Policy is imposed by the Company to establish an orderly method when requesting or filing for a refund of payments conducted through bank transfer or credit card.

1.2. All refund requests are subject to evaluation and approval of the Company. In its sole discretion, the Company may reject or cancel a refund request if it is made with unseemly intentions or if it is contradicting with the Terms and Conditions. The Client affirms that by filing for a refund, he/she has thoroughly read the Company's Terms and Conditions and other legal documentation.

## 2. COMPLIANCE

2.1. Before the Client files for a refund, he/she must ensure of the following:

- The Client does not have any pending or ongoing trades in the trading account.
- There are no unresolved conflicts related to the Terms and Conditions.
- The Client's account has never been suspended or restricted in any way due to violating contracts or agreements with the Company.
- There is no existing contract or agreement between the Client and the Company.

2.2. In compliance with the terms of the Company's affiliated banks and payment service providers (PSPs), refund transactions can be transferred using the initial method used to deposit funds. If such a method is temporarily or permanently unavailable, the Company may offer a different available method suitable for the transaction. The Company can only process the same or less amount to the initial deposit using the respective method. The minimum amount for withdrawal requests through Wire Transfer is 50 USD.

2.3. The Company does not charge fees for financial transactions, including refunds. Therefore, the Client acknowledges that he/she is solely responsible for any additional cost or charges from third-party banks or payment processors.

2.4. All refund requests will be processed from seven (7) working days. If the request was approved and successfully processed, the Client can receive the fund within thirty (30) business days.



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