

## **REFUND AND RETURN POLICY**

*If a client mistakenly transfers funds to their trading account, refunds will only be made using payment methods available in the Personal Area. The fees and other costs associated with each transfer method are listed in the Personal Area and on the Company's website, and the Company may change them from time to time.*

*Clients can request refunds using the refund request form in the Personal Area. The Company will consider the request accepted if it appears in the "Transaction's history" section of the Personal Area and in the Company's, client requests accounting system.*

*Refunds are only made to the same details and via the same payment method used for the initial deposit to the trading account.*

*If a bank card is used to make the deposit, the client understands and agrees that withdrawal of funds in an amount other than the deposit amount can only be made after 10 calendar days from the date of account funding.*

*Refunds are executed within the time limits set by the payment system, which in some cases can take up to 5 business days.*

*The refund amount will not exceed the deposit amount, and it will not include bank fees paid by the Company to make the transfer.*

*If the funds were not transferred to or from the trading account, the Client can contact the Company using the feedback form on the Company's website to request an explanation. The Company must respond to the request within one working day of receiving it.*