

REFUND POLICY



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REFUND POLICY

The Refund Policy is imposed to establish an orderly method when you request or file for a refund for deposits you have made in your trading account with us.

All refund requests are subject to our approval and will be reviewed by our relevant department accordingly. You acknowledge and accept that you have read and understood our official Terms of Use and other provided legal documentation upon your refund request. In our sole discretion, we reserve the right to reject or cancel any refund request if such was made with unseemly intentions or if it contradicts any of our Terms of Use or other agreement.

You must also ensure that you do not have any ongoing or unresolved conflict with our Terms of Use and other contracts or agreements between you and the Company. Any refund request from an account with a record of suspension or restriction due to violating our Terms of Use will be rejected automatically.

In compliance with the terms of our affiliated banks and payment service providers (“PSPs”), your refund transactions will be processed through the same method you used to deposit.

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

We do not charge any fee for financial transactions, including refunds, wherein you are responsible for settling any additional costs or charges from third-party banks or payment processors.

You acknowledge and agree that all refund requests are processed within seven business days, and if such refund request is approved and processed successfully, you can expect to receive it up to 30 business days.

You understand and agree that you must provide all necessary information with the correct and accurate details that we require upon your refund request.



Margin trading and leveraged products carry a high level of risk, including the risk of losing substantially more than your initial investment. Before you make any trading decision related to a financial product, you should acknowledge our Risk Disclosure and seek independent advice if necessary.



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