

Reimbursement Policy

This Reimbursement Policy (hereinafter called the "Policy") is designed to provide clear and transparent guidelines regarding the process for requesting and receiving refunds for deposits made into your trading account with the Company. By engaging in transactions with the Company, you hereby acknowledge and accept the conditions set forth in this Policy, which applies to all deposit and refund requests submitted by you.

All refund requests are subject to the Company's review and approval. The Company reserves the right to reject or cancel any refund request at its sole discretion, in accordance with the terms and conditions outlined herein. It is imperative that you carefully review this Policy to ensure full understanding of the refund process, including eligibility, timeframes, and any related responsibilities.

1. Acknowledgment and Agreement

By requesting a refund, you hereby acknowledge that you have read, understood, and agreed to the Company's official Terms and Conditions, as well as any other legal documentation provided by the Company. You further acknowledge that the eligibility for a refund is contingent upon compliance with the terms set forth in this Policy.

2. Refund Eligibility and Timeframe

Refund requests shall be eligible for processing only if submitted within fourteen (14) days from the registration date of your trading account. You hereby agree that any refund request made after the fourteen-day period shall not be eligible for consideration.

3. Discretionary Rejection of Refund Requests

The Company reserves the right, at its sole discretion, to reject, cancel, or decline any refund request. This may occur if the request is deemed to have been submitted with improper intent or if it conflicts with the Company's Terms and Conditions of Use, agreements, or policies. Furthermore, refund requests related to unresolved disputes or

conflicts with the Company, including violations of the Terms and Conditions of Use or other contractual agreements, will not be processed.

4. Refunds on Suspended or Restricted Accounts

Refund requests associated with accounts that have been suspended, restricted, or terminated due to violations of the Company's Terms and Conditions of Use or any other agreements will be automatically rejected and will not be processed.

5. Refund Method and Payment Provider Policies

Refund transactions will be processed in accordance with the policies of the Company's affiliated financial institutions, including banks and payment service providers (PSPs). Refunds will be made using the same method as the original deposit (e.g., if the deposit was made via credit card, the refund will be issued to the same credit card, subject to applicable limits). In the event that the original payment method is unavailable, the Company reserves the right to provide an alternative refund method, subject to availability.

6. Third-Party Fees

The Company does not impose any fees for financial transactions, including refunds. However, you hereby accept responsibility for any additional charges or fees imposed by third-party banks, payment processors, or financial institutions in connection with the refund transaction.

7. Refund Processing Timeframe

All refund requests, once approved, will be processed within seven (7) business days. Upon approval, you may expect the refund to be credited to your account within thirty (30) business days, subject to the processing times of financial institutions and payment providers involved.

8. Required Information for Refund Processing

To facilitate the refund process, you must provide all necessary and accurate information as requested by the Company. Failure to submit complete or correct details may result in delays or the rejection of your refund request.

9. Final Provisions

The Company reserves the right to amend or modify this Reimbursement Policy at any time, and such modifications will become effective immediately upon posting on the Company's website. You are encouraged to review this Policy periodically to ensure compliance with the latest version.