



Refund Policy

1. Request Procedure

- 1.1. In specific cases, the Client may file for a refund of payments made through bank transfers or credit cards back to his/her account.
- 1.2. All refund requests will be subject to the Company's evaluation and approval. Before requesting a refund, the Client must ensure that:
 - a. He/she does not have any pending orders or open trades
 - b. There are no ongoing conflicts associated with the relationship between the Company and the Client bound by the Terms and Conditions
 - c. The account has not been suspended due to violating the Company's Terms and Conditions
 - d. There is no ongoing contract or agreement between the Client and the Company.
- 1.3. The Company reserves the right to reject the Client's refund request if it is made with unseemly intentions or contradicts the Company's Terms and Conditions.
- 1.4. Refund requests will be processed within ten (10) business days, and refund status will be confirmed in the Client Area.
- 1.5. Refunds are only available to Clients whose refund request was made within fourteen (14) business days of their trading account's opening.

2. Refund Method

- 2.1. Refund requests will be subject to the Company's approval, and the Client's funds will be transferred through the Payment Services Provider ("PSP") used by him/her to deposit.
- 2.2. In case the deposit method is temporarily or permanently unavailable, other payment methods will be offered to the Client, provided that he/she agrees to be bound to the terms and conditions of the chosen bank or PSP.
- 2.3. The Company can refund credit card transactions only with the same amount of money as initially deposited by the Client.
- 2.4. The Company does not charge any fee for refunds. However, fees outside the Company's scope will be the Client's responsibility.
- 2.5. If the Client disagrees with any condition of this policy, he/she is advised to end all ongoing contracts or agreements with the Company.

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