## MaxiVVyse

## 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.



Due to the high risks involved in trading derivatives and other leveraged products, you should only carry out such transactions if you understand the nature of the contracts (and contractual relationships) you are entering into and if you are able to assess the extent of your risk potential fully. You should carefully consider whether trading is appropriate for you based on your experience, objectives, risk appetite, and other relevant factors. Past performance does not indicate future results.

© MAXIWYSE 2022. ALL RIGHTS RESERVED.

