

PROFITIX

Refund Procedure

REFUND PROCEDURE

1. INTRODUCTION

1.1. The Refund Procedure is imposed by the Company to establish an orderly method when requesting or filing for a refund of payments conducted through bank transfer or credit card.

1.2. All refund requests will be subject to evaluation and approval by the Company. In its sole discretion, the Company may reject or cancel a refund request if it is made with unseemly intentions or if it contradicts the Terms and Conditions. The Client affirms that by filing for a refund, he/she has fully read and understood the Company's Terms and Conditions and other legal documentation.

2. COMPLIANCE

2.1. A refund is only issued within fourteen (14) business days from the trading account's opening. Therefore, the Company will no longer issue a refund if the request is not made within the mentioned days.

2.2. Before the Client files for a refund, he/she must ensure that he/she does not have any pending or ongoing trades in the trading account; there are no unresolved conflicts related to the Terms and Conditions; his/her account has never been suspended or restricted in any way due to violating the Terms and Conditions; and there is no existing contract or agreement between the Client and the Company.

2.3. In compliance with the terms and conditions of the Company's affiliated banks and payment service providers ("PSPs"), refund transactions shall be transferred using the initial method used to deposit such funds. If such a method is temporarily or permanently unavailable or inaccessible, the Company will offer a different available method suitable for the transaction. The Company can only process the same or lesser amount than the initial deposit using the respective method.

2.4. The Company does not charge fees for financial transactions, including refunds. The Client hereby acknowledges that he/she is solely responsible for any additional costs or charges from third-party banks or payment processors.

2.5. All refund requests shall be processed within seven (7) business days, and if such request was approved and successfully processed, the Client could expect to receive his/her refund within thirty (30) business days.