

PROFITIX

**Refund
Procedure
Policy**

REFUND PROCEDURE

1. INTRODUCTION

1.1. The Refund and Return procedure is imposed by the Company to establish 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 of the Company. The Company may, in its sole discretion, reject or cancel a refund request if it is made with unseemly intentions or if it contradicting with the Terms and Conditions. The Client affirms that by filing for a refund, he/she has fully read and understood the Terms and Conditions and other legal documentations of the Company.

2. COMPLIANCE

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

2.2. 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 fund. If such 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 to the initial deposit using the respective method.

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

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