



stockoza

Refund Procedure

1. Refund Conditions

1.1. Compliance

1.1.1. 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.

1.1.2. All refund requests will be subject to evaluation and approval of the Company. In its sole discretion, the Company may reject or cancel a refund request if it is made with unseemly intentions or contradicts the Terms and Conditions.

1.1.3. The Client affirms that by filing for a refund, he/she has thoroughly read and understood the Company's Terms and Conditions and other legal documentation.

1.1.4. Before the Client files for a refund, he/she must ensure that:

- A) He/she does not have any pending or ongoing trades in his/her trading account
- B) There are no unresolved conflicts relating to the Terms and Conditions
- C) The trading account has never been suspended or restricted in any way due to violating the Terms and Conditions
- D) There is no existing contract or agreement between the Client and the Company

1.2. Method of Refund

1.2.1. 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.

1.2.2. If the relevant 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 a lesser amount of the initial deposit using the respective method.

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

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

Risk Warning: Use of leverage, trading CFDs on margins, and overall stock market trading entail significant risks. Before trading, you should acknowledge all the risks involved and assess your objectives, experiences, financial possibilities, and willingness to take risks. Loss of initial investment partially or completely is possible. Therefore, you should not invest any funds you cannot afford to lose.



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