



TRADING *PLUS*

REFUND POLICY

The Company may go for an exception in some cases when it is necessary to return payment made by the credit card, but only if the Client justifies the reason of doing this. The Client may submit a request to refund in case service not provided or not as described, the service received is not functioning appropriately. A refund is possible in case when the account had been deposited, but no trades were done and is made only on the credit card that was used for depositing.

To initiate the refund process, the Client must submit a cancellation request via email to prop_support@tradingplus.com. The cancellation request must include, at a minimum, the following information (but not limited to):

- Client full name;
- Residential address;
- Contact e-mail and phone number;
- E-mail address;
- Initial payment amount, date of payment, payment method (i.e. credit/debit cards);
- Proof of payment;
- Cancellation reason.

All the information in a cancellation request submitted to the Company shall be identical to that originally submitted in the initial payment.

All received cancellation requests to be dealt with by the Company on the following terms and conditions:

- Cancellation requests must be made for genuine and justifiable reasons, with the Client providing a detailed description of the reasons for the cancellation in their request.
- Cancellation requests must be submitted within 7 days from the date of the initial payment. The Company will notify the Client if it is unable to process the cancellation request due to the rules and regulations of the card scheme or payment institution.
- Cancellation requests will be processed within 2 business days, as specified in the Client Agreement, for claims related to non-trading operations, or within a longer timeframe if exceptional circumstances arise. The Company will notify the Client if additional time is required to process the request.
- Cancellation requests will only be reviewed if the requested amount does not exceed the initial payment amount or the available free margin of the trading account.

- Any charges deducted by the payment institution, as well as any losses or expenses incurred by the Company due to adverse exchange rate fluctuations, will be deducted from the return amount.