

XENOSTRATS | REFUND POLICY

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1. REQUEST FOR REFUND

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. However, a refund is only available if the request was made within fourteen (14) business days of the trading account's opening.

1.2. All refund requests will be subject to evaluation and approval by the Company. Therefore, before requesting a refund, the Client must ensure that:

- The Company and the Client are bound by the Terms and Conditions
- The account has not been suspended due to violating the Terms and Conditions
- 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 Terms and Conditions of Use.

1.4. Refund requests will be processed within ten (10) business days, and refund status will be confirmed in the Client dashboard.

2. METHOD OF REFUND

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. If 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 initially deposited by the Client.

2.4. The Company does not charge any fee for refunds. If the Client disagrees with any condition of this policy, he/she is advised to end all ongoing contracts or agreements with the Company.

CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage. 75% of retail investor accounts lose money when trading CFDs. You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

