



SINOXFX LIMITED REFUND POLICY

At SINOXFX LIMITED, we value our customers and are committed to providing world-class services. In event of order cancellation due to non-compliance or the client's request, the amount is subjected to be refunded only after the convenience fees deduction.

Once the deal is confirmed, SINOXFX LIMITED is not responsible for any loss/ profit arising due to the fluctuation of the currency prices. In case the Company classifies the activity of the Client as inappropriate, or contradicting to the usual purpose of use of company services where there is a direct, indirect, illegal, or unfair intention, the Company has the right to work within this document, without informing the Client beforehand.

The policy of return of money was developed for the purpose of reducing financial and legal risks of the Company, observance of the principles of the Policy of counteraction of money-laundering and counteraction of financing of terrorist activity. The company has the right unilaterally block an entrance to the private profile, suspend the trade activity on accounts, cancel the demand for input-output, or make a return of money if the source of money or activity of the Client contradicts the Policy of money laundering and financing of terrorism.

The company has the right to certain objective reasons and in case of need to make a return of money, received through any payment system, including credit/debit cards. Thus, the return of money will be executed on the wallet, and bank details that the Client used at the input of money. The company will take all necessary measures to prevent and block both input, and withdrawal by third parties of money from the customer account. Input and output of money from the account can be carried out only by the owner of this account.

- ✚ Company refunds your money within 7 business days it depends on the bank procedure.
- ✚ Company refunds your money via the same payment method that you choose in creating your account.
- ✚ You need to provide your order detail and justify your reason then the company takes a decision and gives you your money back.
- ✚ If there is a need for a transactional fee then we charge it from the client's account otherwise the client gets back the complete amount that he/she paid.

- ✚ The client has the right to close his/ her account at any time he/she wishes to.
- ✚ If the account of the client has been suspended due to the violation of the current Terms of services or due to any other abuse detected by the client, the refund is not provided under any circumstances.
- ✚ A refund request can be made in a case in which the account had been deposited, but no orders were executed by the client.
- ✚ Withdrawals from trading accounts that have never had any active trades on them, will be charged a minimum amount as fees to cover the processing and administrative costs.

In order to start the return, process the Client shall submit a cancellation request by emailing support@sinoxfx.com. A cancellation request shall contain the following information at least but not limited to:

- ✚ Full name of the Client.
- ✚ Residential address.
- ✚ Contact e-mail and phone number(-s).
- ✚ Trading account number(-s).
- ✚ Initial payment amount, date of payment, used payment method (i.e., credit/debit cards/Bank wire, E-Payments, etc.).
- ✚ Payment identification number (if any).
- ✚ The reasons for the cancellation are subject to the conditions stated below.

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 are to be dealt with by the Company on the following terms and conditions:

All cancellation requests shall be for genuine and acceptable reasons, and those reasons shall be described in detail by the Client in the cancellation request.

Residential address:

- ✚ All cancellation requests shall be submitted within 5 to 7 business days from the moment of the initial payment; the Company shall notify the Client in cases where it is not possible to process the cancellation request due to card scheme or payment institution rules.

- ✚ All cancellation requests shall be processed within 3 business days as per the term set by the Client Agreement for claims related to non-trading operations or exceptionally more; the Company shall notify the Client in cases when additional time is required.
- ✚ Once the request has been approved, please allow an additional 5 to 7 business days for the funds to show in your account.
- ✚ All cancellation requests shall be reviewed only if the requested amount does not exceed the initial payment amount and as well as the free margin of the trading account.
- ✚ Any charges deducted by the payment institution and also any loss or expense, if suffered or incurred by the Company due to adverse exchange rate fluctuation to be covered from the return amount.
- ✚ There is no additional cost if you would like to cancel your account, just place a withdrawal request, and inform us about your desire to close your account. Withdrawals will be processed as per the withdrawal procedure.