



**DIRECTPRIME**

# **REFUND POLICY**

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# REFUND POLICY

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Direct Prime Ltd. is affiliated with financial institutions and payment service providers, including banks and merchants. Given our commercial affiliation, the main objective of our Refund Policy is to implement a systematic method of returning Client funds in conformity with the relevant affiliates' policies.

Indicated herein are the orderly procedures of how you can file a refund, the conditions for processing the return of funds, and what to anticipate upon approved request.

## Refund conditions

We have the right to reject or cancel any refund request if the trading account does not qualify for a refund process. We will only approve refund requests if the following conditions are met:

- a) The refund request's amount does not exceed the total amount of your initial deposit
- b) You must not have any existing investments, trades, and orders placed in the trading account when filing a refund
- c) You must not have any existing obligations arising from another contract or agreement with us, including our Terms of Services
- d) There must be no ongoing investigations or assessments in your trading account resulting from the Terms of Service
- e) There must be no ongoing conflict of interest with any relevant party within our operations or workforce
- f) You must have no prior records of breaching contracts or agreements with us, including when your trading account has been restricted or suspended

While we may process your refund request in good faith, we have the right to reject or cancel it if any of the following occurs:

- a) If a refund was filed upon damage or loss due to unstable market events
- b) The request was made with inappropriate intention or purpose, including when it conflicts with the Terms of Service or other agreements
- c) The amount of filed refund is more than the trading account's capital
- d) If we require the provision of additional documents or information, including bank details, to process the refund, and you fail to do so
- e) If you have violated the Terms of Service in any way, including the prohibited trading activities

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The financial market is volatile in nature, which may work to your advantage or disadvantage. Due to the significant risks of trading derivatives and other leveraged products, you should only conduct transactions with us if you understand the nature of the contracts you enter into. You should carefully assess the extent of your risk potential and consider whether trading is appropriate for you based on your experience, objectives, risk appetite, and other relevant factors.

## Methods of refunding

The same payment method used for depositing will be used for the refund in the total amount. However, supposing the applicable deposit method is temporarily or permanently unavailable, we may offer different ways to return the funds. In that case, you agree to be bound by the relevant merchant's terms of use.

## Period of receiving the refund

We will process eligible refunds for up to 10 working days, and the request's status can be found on the Client dashboard. However, once we complete the process of returning funds, receiving it may take up to seven days due to reverts in the merchant's cash flow. Consequently, we are not responsible for the exceeding days after completing the refund process, which you acknowledge as part of the merchant's terms.

We will not charge processed refunds with fees, but you must consider that it might not be without cost at all times, where some banks or merchants may charge you fees as applicable, which is beyond our control.

Furthermore, once we complete the process of transferring the funds to the applicable bank or merchant, we have the right to terminate your trading account entirely and refuse future transactions therein.

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