

## Refund & Return Policy

The company's Refund & Return Policy (withdrawal) of money was developed for the purpose of ensuring client satisfaction, reducing financial and legal risks for the company, and in attempt to counteract money-laundering, fraud, forgery, or the financing of terrorist or illegal activity.

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.

The company has the right at certain objective reasons and in case of need to make return of money, received through any payment system, including credit/debit cards. Thus return of money will be executed on electronic purses, and bank details which the Client used at input of money.

The company may make an exception in some cases where it is necessary to refund the payment made by credit card, but only if the clients justifies the reason for doing so. The client may submit a refund request in case the service is not provided or is not as described or the service received is not functioning properly. A refund is possible in case the account has been deposited, but no transactions have been made and is made only on the credit card that was used to deposit.

[To initiate](#) the return process, the client must submit a [cancellation](#) request [by sending](#) an email [support@wetradefx.com](mailto:support@wetradefx.com). A cancellation request must contain the following information at least, but not limited to:

- Client's full name;
- residential address;
- contact e-mail and telephone number(s);
- business account number(s);
- down payment amount,
- date of payment, method of payment used (i.e. credit/debit cards);
- payment identification number (if any);
- The reasons for cancellation are subject to the conditions set out below.

All information in a cancellation request sent to the company must be identical to that originally submitted in the initial payment.

All cancellation requests received will be dealt with by the Company under the following terms and conditions:

- All requests for cancellation shall be for genuine and acceptable reasons, and the client shall describe those reasons in detail in the cancellation request;
- All cancellation requests must be submitted within 7 days from the time of initial payment; the Company will notify the client in cases where it is not possible to process the cancellation request due to the card scheme or the rules of the payment institution;
- All cancellation requests will be processed within 2 working days and WeTrade will notify the client in cases where additional time is required;
- All cancellation requests will be reviewed only if the amount requested does not exceed the amount of the down payment and the free margin on the trading account;
- The client's account must be deemed fully KYC verified by the company's Compliance Department, with the most recent and complete documentation as requested.
- Any charges deducted by the paying institution and also any loss or expense, if suffered or incurred by the company due to the adverse exchange rate fluctuation, will be covered by the amount of the refund.
- The company has the right unilaterally block an entrance to the private profile, to suspend the trade activity on accounts, to cancel the demand for input-output, or to make return of money if the source of money or activity of the Client contradicts to the Policy of money laundering and financing of terrorism.