

REFUND POLICY

This policy is meant to explain the manner and the cases in which **SOCAL TRADE LTD** company (“Company”) refunds payments of its clients.

Date of the latest update: 22.08.2024.

1. The Company processes refunds to its clients exclusively through the same payment method, credit/debit card, or bank account from which the original funds were received. No alternative payment channels will be used for refunds.
2. The Client is responsible for covering any fees or charges associated with the refund process. These fees will be deducted from the refunded amount unless otherwise stated.
3. Refunds will be processed within seven 7 business days from the date of the refund request, subject to any necessary verification procedures.
4. The Company reserves the right to return funds to the Client if no trading activity has been recorded on the Client’s trading accounts for a period of three 3 months from the date of the initial deposit. This measure is intended to ensure compliance with the Company’s operational policies.
5. In accordance with the Company’s Anti-Money Laundering AML policy, the Company has the right to process a refund and freeze the Client’s account without prior notice if there is a reasonable belief that the Client’s activities are related to money laundering, terrorism financing, or other illicit activities.
6. If the Client wishes to withdraw funds from their account, they must submit a formal withdrawal request. Detailed procedures for withdrawal can be found in the Client Agreement, and it is the Client’s responsibility to follow those guidelines.
7. By becoming a Client of the Company, the Client agrees not to request or initiate any refund or chargeback with their bank or credit card provider while using or after using the Company’s services. Any attempt to do so will be considered a violation of the Client Agreement. In the event that the Company receives a chargeback for any transaction, it reserves the right to freeze the Client’s account balance and return the funds only after deducting all applicable fees and charges.
8. The Company retains the right to review, modify, or amend this Refund Policy at its sole discretion. Clients are advised to regularly review the Policy for any updates. Continued use of the Company’s website or services following any changes will signify the Client’s acceptance of the updated terms.