



Emar Markets
Secure Your Wealth

REFUND POLICY

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www.emarmarkets.com

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The Company may, in exceptional situations, approve a refund for payments made via credit card if the Client can substantiate the necessity for the refund. Reimbursements will be processed only to the original credit card used for the deposit.

REFUND REQUEST PROCEDURE

To initiate a refund, the Client must send a refund request email to finance@emarmarkets.com. This email must contain, but is not limited to, the following details:

- i. Client's complete name;
- ii. Home address;
- iii. Contact email and phone number(s);
- iv. Account number(s) used for trading;
- v. Initial deposit amount, payment date, and method of payment (e.g., credit/debit card);
- vi. Transaction identification number, if applicable;
- vii. Explicit reasons for the refund, in line with the conditions stated below.

All the information provided in the refund request must match the information given during the original transaction.

TERMS AND CONDITIONS FOR REFUND REQUEST

The Company will process refund requests based on the following criteria:

- The Client must provide legitimate and acceptable reasons for the refund, detailed in the refund request. The Company will decide the acceptability of these reasons.
- The refund request must be submitted within a reasonable time after the initial payment. The Company will inform the Client if payment scheme or financial institution rules prohibit the processing of the refund request.
- The refund request will be processed according to the timeline outlined in the Client Agreement for non-trading claims, or longer if necessary. The Client will be notified if additional time is required for processing.
- The refund request will be reviewed only if the refund amount does not surpass the

initial deposit amount and is within the free margin of the trading account.

- Any fees imposed by payment processors and any loss or expenses incurred due to currency exchange rate fluctuations will be deducted from the refund amount.