



# Refund Policy

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## **XGLOBAL FX Limited**

XGLOBAL FX Limited is authorized and regulated by Vanuatu Financial Services Commission and registered under company number 15062.

First Floor, Icount Building, Kumul Highway, Port Vila, Efate, Vanuatu

When a Client concludes Customer agreement with the Company, he hereby agrees on the terms of the present policy and acknowledges all the information contained herein as well as in other documents present on the website.

## REFUNDS

1. A refund request can be processed only in the case in which the account has been deposited, but no orders were executed by the Client. The Client must justify the reason of doing this. In this case the same method of payment used for the deposit will be used for the refund. The refund will be for the full amount, less any applicable fees or dues including but not limited to wire fees.
2. Refunds and all funding requests will be treated as withdrawals and can be processed using those methods and procedures as described in the Terms and Conditions. The Company will not refund funds lost in trading.
3. The Company will proceed with the refund of Client funds upon receipt of the request on the same day as the request is made or the next working day if the Client's request is received outside the normal working hours.
4. All refunds requests are processed withdrawals/refunds to any other third party or anonymous account. The Company will process withdrawals and refunds back to the source of the original deposit. All Client refunds will be processed in the currency in which the deposit was originally made. The Company has the right during the refund process, to request any additional information related to the request and the payment method. The Client understands and accepts that under such circumstances there may be a delay in processing the request.
5. You may request for cancellation of trading account funding and for payment refund to your account that is possible only if refunded amount does not exceed initial payment amount and as well as free margin of trading account.
6. You shall submit a refund request via email to via [clientsupport@xglobalfx.com](mailto:clientsupport@xglobalfx.com). A cancellation request shall contain the following information at least:
  - your full name;
  - your residential address;
  - your e-mail address, contact phone number (-s);
  - your trading account number (-s); and
  - initial payment amount, date of payment, used payment method (bank transfer, credit/debit cards, electronic payment systems and etc.), and payment identification number (if any).

All the information in a cancellation request that you submit to us shall be identical to that originally submitted in the initial payment. All cancellation requests submitted by you to be dealt with by us on the following terms and conditions:

- all cancellation requests shall be for genuine and acceptable reason (acceptability to be determined by us at our discretion);
- we immediately on receipt of your cancellation request, send it to our payment agent (including those overseas) to cancel the transaction, mark a stop payment and arrange to refund/credit the amount of remittance in your account with them, provided the transaction is still unpaid in their record;



- the refund only be paid to you in your account on confirmation from the payment agent that, the transaction is still unpaid, marked the cancellation/stop payment instructions and the refund of clear funds in your account;
- we initiate the cancellation process immediately upon receipt of a cancellation request. However, please take into consideration that to collect back the refund amount of cancelled transaction may take up to 30 days or exceptionally more;
- any charges deducted by the payment agent to be recovered from the refund amount; and
- any loss or expense, if suffered or incurred by us due to adverse exchange rate fluctuation is also to be recovered from the refund amount.

## CHARGEBACKS

7. If the Company receives chargeback of funds for any transaction, it has the right to freeze the whole amount of current balance of a Client and resend the funds back to the trading account after all the fees and commissions have been charged.
8. In cases of suspicion as to the origin of funds and/or nature of the financial activity of a Client and/or his personality being contrary to Anti-Money Laundering policy of the Company, it reserves the right to unilaterally, immediately after giving a notice to the Client, deny deposit/withdrawal of funds to/from accounts registered within the trading systems of the Company, freeze current assets and return to the sender. The Company will also be obliged to notify relevant governmental authorities about the suspicion, and disclose the personal data of the Client, upon the request from government authorities.
9. In order to secure the funds of a Client, the Company will block deposit/withdrawals to/from Client/s account made by third parties. A Client shall be informed, that deposits/withdrawals of funds can be made exclusively by the owner of the account.
10. If during our business relationship with a Client the Company determines any of his/her activities are contrary to the purpose of the service, and/or notices any illegal or unfair action, or intent of such action, conducted in bad faith, the Company has the right to terminate his/her account and transfer the money after deductions if any back to source.
11. If the Client performs a misspent payment, contact the Company via [clientsupport@xglobalfx.com](mailto:clientsupport@xglobalfx.com). The issue will be addressed by the support team.
12. Upon termination of the Customer Agreement whether by the Customer or the Company, all amounts payable by the Customer to the Company will become immediately due and payable including (but without limitation):
  - a. all outstanding fees, charges and commissions;
  - b. any dealing expenses incurred by terminating this Agreement and charges incurred for transferring the Customer's investments to another investment firm; and
  - c. any losses and expenses realized in closing out any Transactions or settling or concluding outstanding obligations incurred by the Company on the Customer's behalf. For further information please visit our Customer

