



# Refund Policy

**btgcapital**

The Refund Policy is imposed to establish an orderly method when you request or file for a refund for deposits you have made in your trading account with us.

All refund requests are subject to our approval and will be reviewed by our relevant department accordingly. You acknowledge and accept that you have read and understood our official Terms and Conditions and other provided legal documentation upon your refund request. In our sole discretion, we reserve the right to reject or cancel any refund request if such was made with unseemly intentions or if it contradicts any of our Terms and Conditions or other agreement.

You must also ensure that you do not have any ongoing or unresolved conflict with our Terms and Conditions and other contracts or agreements between you and the Company. Any refund request from an account with a record of suspension or restriction due to violating our Terms and Conditions will be rejected automatically.

In compliance with the general conditions of our affiliated banks and payment service providers (“PSPs”), your refund transactions will be processed through the same method you used to deposit.

If the fund was processed through a credit card, we could only refund it in the same or fewer amounts. If the payment method you have used becomes temporarily or permanently unavailable, we will offer a different available method appropriate for your transaction.

We do not charge any fee for financial transactions, including refunds, wherein you are responsible for settling any additional costs or charges from third-party banks or payment processors.

You acknowledge and agree that all refund requests are processed within seven business days, and if such refund request is approved and processed successfully, you can expect to receive it up to 30 business days.

You understand and agree that you must provide all necessary information with the correct and accurate details that we require upon your refund request.

We also collect your device information, such as the type of browser and mobile device you use, the app version, and mobile network identification. Your device may also ask permission to enable your location settings, which, if you enable, we may collect, including the precise location of your device. We record users’ activities on our website, including any posted content, logged account details, transaction information, including the amount and currency of deposits and withdrawals.

**Risk Disclaimer:** Trading CFDs on margin and using leverage involve significant risks that can either work for you or against you. Before trading, you should carefully consider your trading objectives and level of experience and weigh your risk for appetite. You could sustain a substantial loss to some or all of your investment and therefore should not invest money that you cannot afford to lose. All users are advised to read and understand the risks involved in trading.

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