

# REFUND POLICY

## **1. Withdrawal Process:**

Climax Prime LTD is dedicated to ensuring client satisfaction and maintaining transparency in the Refund & Cancellation Process. Clients have the flexibility to withdraw funds from their trading account at any time. Upon submitting a redemption request through the client area, Climax Prime LTD endeavors to process it within one or two business days. To expedite this process, clients are advised to ensure accuracy and completeness in all details on the redemption form, including the invoice, order number, and the reason for the refund request.

## **2. Verification Process:**

Before processing the amount to the client's trading account, Climax Prime LTD must verify that the sender is a registered client. In cases where this verification is not met, the Company reserves the right to refund the net amount received to the remitter through the same method of payment.

## **3. Refund Recipient:**

Refunds are issued solely to the person whose name appears on the registered account. In cases of name discrepancies, clients must contact Climax Prime LTD's Compliance Department for necessary approval. If payment was made by credit card, the refund will be processed to the original credit card used for the purchase.

## **4. Errors and Client Responsibilities:**

Climax Prime LTD promptly refunds any errors made during fund transfers. However, this policy does not apply if the client has provided incorrect instructions or information to Climax Prime LTD, in which case the client may be responsible for associated losses.

## **5. Fees and Charges:**

Climax Prime LTD does not assume responsibility for fees charged by other payment service providers or intermediaries. For information regarding fees or charges, clients are encouraged to contact Climax Prime LTD's customer care service.

## **Chargebacks:**

In the event of a chargeback request, clients are responsible for covering the chargeback fee or any reversed payments.

## Cancellation Process:

### **1. Flexible Cancellation Process:**

Climax Prime LTD follows a flexible cancellation process, actively considering valid cancellation requests and offering full cooperation to clients.

### **2. Account Cancellation:**

Clients have the option to cancel their account application at any time. Climax Prime LTD may request a valid reason for cancellation to enhance our services. Cancellation requests may not be processed if the client maintains an account balance or has open positions.

### **3. Mandatory Fund Redemption:**

Clients must redeem their funds and close all open positions before requesting an account cancellation.

### **4. Detailed Information:**

For more detailed information regarding order cancellations, clients are encouraged to review the Climax Prime LTD Customer Agreement.

This policy outlines our commitment to facilitating transparent and efficient refund and cancellation processes for our valued clients.