



REFUND POLICY



When returning a credit card payment, the Company might make an exception in certain circumstances, but only if the Client provides a valid explanation. If the service was not rendered or was not as promised, the client may file a request for a refund. If the account was deposited, but no transactions were made—only on the credit card or bank account that was used for the deposit—a refund might be possible.

The Client must email info@woofx.pro with a cancellation request to initiate the refund procedure. At minimum, but not limited to, the following details must be included in a cancellation request:

- a. full name of the Client;
- b. residential address;
- c. contact e-mail and phone number(-s);
- d. trading account number(-s);
- e. initial payment amount, date of payment, used payment method (i.e. credit/debit cards);
- f. payment identification number (if any);
- g. the reasons of the cancellation subject to the conditions stated below.

When submitting a cancellation request to the company, all the details must match exactly with the information provided when making the initial payment.

When you take money out of your account or when we return money to your specified bank account, you agree to pay any bank transfer costs that arise. If you give us payment information that is inaccurate or missing, we take no liability for sending your payments in the wrong direction. You are solely responsible for the payment information you give us. It is also acknowledged that any money that is not deposited into our bank account directly is not our responsibility.

All received cancellation requests to be dealt with by the Company on the following terms and conditions:

- i. all requests for cancellation must have valid and acceptable reasons, which the client must specify in full in the cancellation request;
- ii. all requests for cancellation must be made within seven days of the initial payment; if the Company is unable to handle a cancellation request because of the terms of the card scheme or the payment institution, it will notify the client;
- iii. all cancellation requests must be handled by the Company within 10 business days, as stipulated in the Client Agreement, unless there are claims pertaining to non-trading operations, in which case the Company will notify the Client if further time is needed;
- iv. all requests for cancellation will only be considered if they don't exceed the initial payment amount and the trading account's free margin;
- v. the return amount will cover any charges deducted by the payment institution and any loss or expenditure incurred by the company as a result of unfavourable exchange rate fluctuations.