



RETURNS POLICY

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DATE LAST UPDATED: 28th of October 2024 (10-28-2024)

1 **INTRODUCTION**

At STOICFX (PTY) LTD, we are committed to maintaining a high standard of service. We understand that your satisfaction is paramount, and therefore we have implemented a clear and transparent refund policy. This policy outlines the circumstances under which you may request a refund and the procedures for doing so.

2 **REFUND ELIGIBILITY**

2.1 Service Satisfaction:

If you are not satisfied with the level of service provided by STOICFX (PTY) LTD, you may submit a refund request. However, please note that refunds are not applicable for any profits or losses incurred as a result of trading activities.

2.2 Account Funding Method:

Refunds for accounts funded via debit or credit card will be processed back to the original card used for the transaction.

2.3 Exclusions:

Refund requests will not be accepted for:

- i. Violations of the STOICFX Customer Agreement;
- ii. Any profits or losses arising from trading activities; and
- iii. Any other instances that do not align with our terms of service or applicable legal regulations.

3 **REFUND REQUEST PROCEDURE**

3.1 Contact Customer Support:

To initiate a refund request, you must contact STOICFX Customer Support via email at support@stoicfx.com.

Commented [TH1]: Kindly confirm that this is indeed correct.

3.2 Review Timeline:

Upon receipt of your refund request, our team will conduct a thorough review within five (5) business days. You will receive a timely response regarding the status of your request.

3.3 Execution of Refund:

If your refund request is approved, the processing of the refund will typically be completed within thirty (30) days. Please allow for additional time for your financial institution to reflect the refund in your account.

4 POLICY AMENDMENTS

STOICFX (PTY) LTD reserves the right to modify, amend, or update this refund policy at any time and without prior notice. It is your responsibility to regularly review this policy to stay informed of any changes.

5 CONCLUSION

Your satisfaction is important to us. If you have any questions or require further clarification regarding our refund policy, please do not hesitate to reach out to our Customer Support team. Thank you for choosing STOICFX (PTY) LTD.
