

Refund Policy

Introduction

This Refund Policy (“Policy”) has been established by Banex Capital LTD. (“the Company”) to outline the conditions under which refunds may be granted. Refunds are considered only under exceptional and justified circumstances, and are strictly limited to credit card payments. Any approved refund will be issued only to the original credit card used for the deposit, in accordance with the Client Agreement.

Policy Guidelines

To request a refund, Clients must submit a written request via email from the registered email address linked to their trading account. Requests must be sent to: **Support@banexcapital.com**

Refund requests must include the following information:

- Full name
- Transaction ID
- Date and amount of the original deposit
- A detailed explanation of the reason for the refund request

Refunds will only be considered if the request is submitted within **7 calendar days** of the original payment date. The Company retains full discretion to approve or decline any refund request.

Important Notes:

- Refunds will only be issued to the original card used for the initial deposit.
- The Company does not issue refunds related to trading activity or losses incurred from market movements.
- By making a deposit, the Client acknowledges and agrees to the terms of the Client Agreement and accepts all associated trading risks.

Approved refunds may be subject to processing fees and/or currency exchange differences.