

## REFUND POLICY

The Client shall be eligible for a refund according to the terms and conditions below.

### A. REFUND INITIATED BY THE CLIENT

The Client shall submit a request for refund to OneRoyal in writing addressed to OneRoyal's office or by email to **support@oneroyal.eu** in the below cases:

- a. The Client has funded his trading account and did not place any order.
- b. The Client wishes to close their trading account(s) after placing trading order; in this case the terms and conditions mentioned in Sections B and C shall apply.

### B. REFUND INITIATED BY ONEROYAL

The Client shall be eligible for a refund if OneRoyal takes the initiative to close their trading account in the cases mentioned below:

- a. If the trades executed by the Client have violated OneRoyal's policies and/or terms and conditions mentioned in the account opening agreement, and/or laws and regulations in force.
- b. If OneRoyal rightfully doubts that the source of money that has been used to fund the trading account contradicts with the policy of combatting money laundering and/or financing terrorism
- c. If OneRoyal received a claim from a regulatory body against the Client
- d. If a Court sentenced the Client for fraud or illicit actions.
- e. If OneRoyal classifies a trading account as dormant account.

If the Client account falls under any category mentioned above, then the below terms and conditions shall apply:

1. OneRoyal shall be entitled to set off the Client's accounts and deduct from them any amounts to cover the debit balance.
2. The Client shall bear all other fees and costs associated with such set off in accordance with the Trading Fee Schedule of the Account Opening Agreement.
3. Open position shall be closed in accordance with the market rates at the time of liquidation.

### C. THE BELOW TERMS AND CONDITIONS SHALL APPLY WHETHER THE REFUND HAS BEEN INITIATED BY THE CLIENT OR ONEROYAL:

1. The refunded amount shall be returned to the Client by using the same method of payment the Client has used to fund their trading account.
2. Refund shall be treated as a withdrawal and shall be subject to methods and procedures described in the account opening Agreement.

3. All refund requests shall be processed by the Back-Office Department within a reasonable time frame.
4. Payment shall be made in the same currency that has been used to fund the trading account.
5. The refunded amount might be subject to fees deduction.

OneRoyal reserves the right to review and/or amend its Refund Policy, at its sole discretion, whenever it deems fit or appropriate. By using our website and services, the Client accepts the terms and any changes made.

For any questions about this Policy, do not hesitate to contact us by email at: **support@oneroyal.eu**