

**JUST GLOBAL MARKETS (VG)
LIMITED
REFUND POLICY**

JustMarkets Online Trading

JustMarkets Online Trading may, in exceptional circumstances, consider issuing a refund to a client's credit card, provided that the client provides a valid justification for the request. Refunds will be processed exclusively to the same credit card used for the original deposit.

Initiating a Refund:

To begin the refund process, clients must submit a cancellation request by emailing finance@justmarkets.com.

A cancellation request should include, at a minimum, the following information:

- Full name of the client
- Residential address
- Contact email and telephone number(s)
- Trading account number(s)
- Original payment amount, payment date, and payment method (e.g., credit or debit card)
- Payment identification number, if applicable
- Detailed explanation of the reason for the cancellation, in line with the conditions below

All information provided in the cancellation request must match the details submitted during the original payment.

Terms and Conditions for Processing Cancellation Requests:

- Cancellation requests must be based on genuine and acceptable reasons, clearly explained by the client. The acceptability of the reasons is determined at the discretion of JustMarkets Online Trading.
- Requests should be submitted within a reasonable timeframe from the date of the original payment. The Company will notify clients if the request cannot be processed due to card network or payment institution rules.
- All requests will be processed in accordance with the timeframes specified in the Client Agreement for non-trading operations, or longer if exceptional circumstances apply. Clients will be notified if additional time is required.
- Refund requests will only be considered if the requested amount does not exceed the original payment amount and the available free margin in the trading account.

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- Any fees charged by the payment institution, as well as any loss or expense incurred by JustMarkets Online Trading due to adverse exchange rate fluctuations, will be deducted from the refund amount.