

Refund and Return Policy WeTrade Capital Limited

WeTrade Capital Limited (hereinafter referred to as "WeTrade" or "the Company" with Licence Number: MB/22/0100, regulated by the Labuan Financial Services Authority, with its registered office at Unit Level 9F (2), Main Office Tower, Financial Park Labuan, Jalan Merdeka, 87000, Federal Territory of Labuan, Malaysia.

The company's Refund & Return Policy (hereafter referred to as "the Policy") has been developed to ensure client satisfaction, mitigate financial and legal risks, and counteract money laundering, fraud, forgery, and the financing of terrorism or illegal activities. The company will implement all necessary measures to prevent and block any third-party deposits and withdrawals from customer accounts. Deposits and withdrawals can only be conducted by the account owner.

The company reserves the right to return funds received through any payment system, including credit/debit cards, for certain objective reasons and when necessary. Refunds will be executed to the electronic wallets and bank accounts originally used by the client to deposit funds.

Exceptions may be made where a refund via credit card is necessary, provided the client justifies the request. A client may submit a refund request if the service was not provided, was not as described, or was not functioning properly. A refund is also possible if the account was deposited but no transactions were made, and it will be processed only to the credit card used for the initial deposit.

To initiate the refund process, the client must submit a cancellation request via email to support@wetradecapital.com. The cancellation request must include, but is not limited to, the following information:

- Client's full name
- Residential address
- Contact email and telephone number(s)
- Business account number(s)
- Deposit amount and date of payment
- Method of payment used (e.g., credit/debit card)
- Payment identification number (if any)

The reasons for cancellation are subject to the conditions outlined below.

All information provided in the cancellation request must match the details initially submitted during payment. Cancellation requests will be processed according to the following terms and conditions:

1. Cancellation requests must be for legitimate and acceptable reasons, which the client must describe in detail in the request. All requests must be submitted within 7 days of the initial payment.
2. The company will notify the client if it is unable to process the cancellation request due to card scheme rules or payment institution regulations.
3. Cancellation requests will be processed within 2 working days. The company will inform the client if additional time is required.
4. Cancellation requests will only be reviewed if the requested amount does not exceed the initial deposit and the available margin in the trading account.
5. The client's account must be fully KYC verified by the company's Compliance Department, with the most recent and complete documentation as requested. Any charges deducted by the payment institution, as well as any losses or expenses incurred by the company due to adverse exchange rate fluctuations, will be covered by the refund amount.
6. The company reserves the right to unilaterally block access to the private profile, suspend trading activity on accounts, cancel deposit or withdrawal requests, or return funds if the source of funds or the client's activity contradicts the company's Anti-Money Laundering and Counter Financing of Terrorism Policy.