



CAPITALXTEND
SMART INVESTMENT

Refund Policy

1 Refund Policy

- 1.1** CapitalXtend believes in providing complete satisfaction to our clients, therefore, is transparent about the Refund & Cancellation Process. Clients can withdraw the funds from their trading account at any time. When a client submits a redemption request, CapitalXtend shall aim to process it within one or two business days. To quicken the process, Clients are advised to ensure the details on the redemption form are correct and filled in its entirety, including the invoice, order number and the reason for requesting a refund.
- 1.2** CapitalXtend must verify that the sender is a registered client, before processing the amount to the client's trading account, otherwise, the Company reserves the right to refund the net amount received to the remitter by the same method as it was received.
- 1.3** CapitalXtend shall only refund the amount to the person whose name appears on the registered account. If the mentioned name is different, the client must contact CapitalXtend Compliance Department to get the approval. If the payment has been made by credit card, the refund shall be processed to the original credit card used at the time of purchase.
- 1.4** Mistakes made by CapitalXtend while transferring the funds shall be refunded to the Client. However, this does not apply if the client has provided wrong instructions or information to CapitalXtend, in which case, the client may have to suffer the loss.
- 1.5** CapitalXtend is not responsible for any fees charged by other payment service providers or intermediaries. For the information on fee /changes, please contact the customer care service of CapitalXtend.

2 Chargebacks

- 2.1** In case of a chargeback request, the clients are liable to pay the chargeback fee or reversed payments.

3 Cancellation

- 3.1** CapitalXtend follows a flexible cancellation process and considers valid cancellation requests, providing full cooperation to the clients.

- 3.2** Clients may cancel their account application at any time. In order to improve our services, CapitalXtend may request a valid reason for the cancellation. CapitalXtend may not process cancellation request if the client has an account balance or any open positions.
- 3.3** Clients are required to redeem their funds and close all open positions before requesting for account cancellation.
- 3.4** For further information regarding order cancellation, clients are requested to go through CapitalXtend Customer Agreement.