

Withdrawal Policy

Table of Contents

1. Introduction	2
2. Withdrawal Procedure	2
3. Withdrawal Request Cancellation	3
4. Transaction Disputes	4
5. Acknowledgements	4

1. Introduction

1.1. TradeSmart Limited (hereinafter referred to as the “Company”, “TradeSmart”, “us”, “we”, “our”) is incorporated within Saint Lucia, Meridian Place, Choc Estate, Castries, with Registration No 2024-00075. The Company operates under the name “TRADESMART”.

1.2. The withdrawal policy was developed to reduce the Company’s financial and legal risks and ensure adherence to the principles of the AML Policy.

1.3. Clients may withdraw funds from their trading account at any time by requesting a withdrawal. In order to expedite the process, clients are advised to ensure that they follow the procedures that may apply from time to time and provide the correct details as the company may request.

2. Withdrawal Procedure

Withdrawal requests are diligently processed by our Back Office department, operating on a first-come, first-served basis, typically within the next business day. While we uphold this commitment, the Company retains the right to extend processing times, albeit with timely notification to the Client via their preferred contact method provided during registration.

Upon the full verification of the Client's account, withdrawal requests become eligible for submission.

To initiate a withdrawal, Clients are required to access their client Portal and submit a request, selecting from a list of withdrawal methods and providing all necessary details. The accuracy and completeness of information provided by the Client are extremely important, as they bear full responsibility for its accuracy.

In instances of cryptocurrency withdrawals, it is imperative for the Client to provide TradeSmart with the correct receiving address, coin, or network.

Failure to do so, resulting in funds being unidentifiable in the blockchain due to an address corresponding to a third party, incorrect coin, or network selected, absolves TradeSmart from any liability for loss or compensation.

Post-submission, withdrawal requests undergo a systematic progression from "Requested" status to "Pending" for approval and ultimately "Processed," signifying the completion of the transaction. Throughout this process, funds are debited from the Client's account balance and credited to the designated payment method account.

Clients are entitled to withdraw funds exclusively through the payment method utilized for deposit. In cases where this is unfeasible, alternative methods will be recommended by the Company.

In alignment with our commitment to transparency, the Company reserves the right to request additional information during the withdrawal process. Although this may cause slight delays, the Client's understanding and cooperation are appreciated.

It is essential to note that the Company does not impose fees for withdrawals, where any fees charged are the sole responsibility of Payment Service Providers, Banks, or Wallet providers, which the Company does not cover.

3. Withdrawal Request Cancellation

The Company retains the right to cancel a withdrawal request under specific circumstances:

Incorrect withdrawal information provided by the Client warrants cancellation of the withdrawal request, with prompt notification to the Client for resubmission with accurate details.

Selection of an incorrect withdrawal method necessitates cancellation of the withdrawal request, prompting the Company to guide the Client in selecting the appropriate method for resubmission.

4. Transaction Disputes

In the event of a transaction dispute initiated against the Company, it shall be referred to the relevant Payment Service Provider/Bank for investigation. The Company reserves the right to provide any necessary documentation related to the Client to substantiate the provision of services.

Until such disputes are fully resolved, the Company retains the right to withhold or deduct any disputed amount. Additionally, post-initiation of a transaction dispute, the Company reserves the discretion to reject the Client by closing their account on a case-by-case basis.

5. Acknowledgements

By acknowledging the Withdrawal Policy, the Client affirms their understanding and acceptance of its terms, subject to periodic amendments. Furthermore, Clients are encouraged to familiarize themselves with additional policies and agreements accessible on our website.

It is imperative to emphasize that withdrawals/refunds shall only be processed to the source of the original deposit, and the Company disclaims any responsibility for funds lost in trading.

For any inquiries or clarifications regarding this Policy, we invite Clients to reach out to us via email at: backoffice@TradeSmart.com