

# Refund Policy



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## **1. Introduction**

TradeSmart Capital Limited, also known as "TradeSmart," "us," "we," or "our," is a company established in Saint Lucia, located at Meridian Place, Choc Estate, Castries, Saint Lucia, with the registration number 2024 – 00075. It operates under the name "TradeSmart."

The purpose of the refund policy is to minimize financial and legal risks for the Company, and to ensure compliance with the Anti-Money Laundering (AML) Policy.

Clients have the right to withdraw funds from their trading accounts whenever they choose, by submitting a withdrawal request. For a smooth withdrawal process, clients are encouraged to adhere to the current procedures and provide accurate information as requested by the Company.

## **2. Withdrawal Process**

2.1. Withdrawal applications are addressed by the Company's Back-office team in the order they are received.

2.2. The standard timeframe for processing withdrawals is by the following business day. However, the Company reserves the right to extend this period and will inform clients of any such change within one to two business days via their registered contact methods.

2.3. Only clients with fully verified accounts are eligible to request a withdrawal.

2.4. Clients must submit their withdrawal requests through the Client Portal. It's important for clients to select an appropriate withdrawal method from the available options and provide all required information accurately.

2.5. Clients are solely accountable for the accuracy of the details they submit in their withdrawal requests.

2.6. For withdrawals in cryptocurrency, it is imperative that clients provide the correct receiving address. TradeSmart is not responsible for losses incurred due to incorrect addresses provided, especially if they belong to a third party.

2.7. Upon submission, withdrawal requests are marked as "Requested." As they are processed, their status changes to "Pending" for approval. Following this, the funds are debited from the client's account and transferred to the designated payment method. The status is then updated to "Processed," indicating the completion of the withdrawal.

2.8. Withdrawals must be made using the same payment method as the original deposit. If this is not feasible, alternative methods will be provided to the client.

2.9. Preference is given to bank cards for withdrawal methods. If other methods were used for deposits, bank card withdrawals are prioritized.

2.10. Withdrawals to bank cards are restricted to the deposited amount and are given priority over other withdrawal methods.

2.11. During the refund process, the Company may ask for additional information related to the withdrawal and payment method, which may delay processing.

2.12. Once the deposited amount has been withdrawn via bank card, clients may use other previously used deposit methods for further withdrawals, subject to our Terms & Conditions. The Company will offer guidance in cases of non-compliance.

2.13. In cases where a bank card is expired, cancelled, replaced, lost, stolen, or does not support foreign payment refunds, the client must notify the Company with a bank-issued confirmation letter before initiating a withdrawal.

2.14. Deposit and withdrawal transactions are free of Company fees. Any charges applied are from the Payment Service Provider, Bank, or Credit Card Company. The Company covers charges for deposits and partially covers withdrawal fees for certain payment providers.

### **3. Cancellation Rights in the Withdrawal process**

3.1. The Company reserves the right to cancel a Client's withdrawal request under any of the following circumstances:

- i. If any required KYC (Know Your Customer) documents are found to be expired or close to expiration. In such cases, the Company will reach out to the Client for updated documents. The Client must provide these within three days; failure to do so will result in the cancellation of the withdrawal request, and the funds will be reverted to the Client's wallet.
- ii. If the withdrawal request contains incomplete or incorrect information. Upon discovering such an issue, the Company will annul the request and notify the Client via email about the cancellation due to the provision of invalid or incorrect details. The Client will then be advised to resubmit the withdrawal request with the correct information.
- iii. If the Client chooses an inappropriate withdrawal method. In this scenario, the Company will inform the Client about the cancellation reason being the incorrect selection of the withdrawal method and will request the Client to reapply, selecting the appropriate method this time.

## 4. Handling Transaction Disputes

4.1. In instances where a transaction dispute is raised against the Company, the matter will be forwarded to the concerned Payment Service Provider or Bank for examination. The Company is authorized to furnish any relevant documentation concerning the Client as requested by the Payment Service Provider or Bank to demonstrate that all services were duly provided to the Client.

4.2. The Company maintains the authority to retain or withhold any disputed funds until the conclusion of the investigation.

4.3. If a transaction dispute is initiated, the Company retains the right, on a case-by-case basis, to terminate the Client's account.

## 5. Acknowledgments

5.1. The Client affirms their understanding and acceptance of the Refund Policy, acknowledging that it may undergo amendments over time. This acceptance extends to any additional information, policy, or agreement available on the Company's website.

5.2. The Company adheres to a strict policy of not executing withdrawals or refunds to any third-party or anonymous accounts.

5.3. Withdrawals and refunds will be processed and returned to the original deposit's source.

5.4. The Company states clearly that it will not issue refunds for funds lost during trading.

For inquiries or clarifications regarding this Policy, clients are encouraged to contact the Company at [backoffice@tradesmart.com](mailto:backoffice@tradesmart.com).