

# REFUND POLICY

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Thank you for choosing 360Capital Ltd as your trading brokerage. We hope you are happy with your customer experience thus far. However, if you are not completely satisfied for any reason, you may withdraw your funds at any stage. A full refund will be paid back to you under the following conditions. Please see below for more information on our return policy.

## RETURNS

All returns must be requested via the client area as indicated on the welcome email sent to you when registering an account. Funds returned to the client will be as of the value date of the withdrawal. Any transactions actioned by the client which could lead to a positive or negative result will influence the value of the refund. By law, returns of funds will be only sent to the source of receipt.

## RETURN PROCESS

Funds return requests must be sent via client back-office area. To obtain a Return must indicate their MT4 account number and withdrawal amount. After receiving a withdrawal request you will receive a conformation email of the withdrawal.

## REFUNDS

After receiving your request, we will process accordingly. Please allow at least 24 hours /1 day from the receipt of your request to process your withdrawal. Withdrawals may take 1-2 payment cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.