

Refunds & Returns (Withdrawal) Policy

Introduction

This policy sets out the process by which customers of the Company (“the Company,” “we” or “us”) may request the return of funds from their trading accounts. This policy forms part of the Terms and Conditions agreed between the Company and the Customer.

The Company is committed to handling all withdrawal requests promptly, securely, and in accordance with the Terms and Conditions. All requests are subject to the requirements and procedures outlined below.

1. Submitting a Withdrawal Request

Customers may submit a withdrawal request through their account on the Company’s Trading Platform, provided that they meet the Company’s withdrawal requirements, including:

Being fully KYC compliant and providing any additional documentation requested by the Company or third-party payment processors.

Not requesting funds credited as fees, bonuses, or otherwise not available for withdrawal.

Requesting only funds available in the account (i.e., not required for margin purposes).

Having no open trading positions in the account.

All withdrawal requests are subject to review by the Company and may be canceled at the Company’s discretion.

2. Handling of Deposited Funds and Profits

Withdrawals of deposited funds and profits (i.e., funds resulting from successful trades exceeding the initial deposit) will generally be processed as a single transaction and returned via the same method used for the deposit, wherever possible.

In certain cases, profits may be sent separately via an alternative payment method chosen by the Customer or as required by third-party payment providers.

Withdrawals may be returned via credit/debit card, wire transfer, e-wallet, or other electronic payment systems.

Wire transfers may incur bank or intermediary fees, which will be borne by the Customer, and the final amount received may differ from the requested amount.

The Company reserves the right to request alternative payment methods if the original method cannot be used. Customers must respond promptly to such requests; otherwise, the withdrawal may be cancelled.

The final method and timing of fund transfers remain at the discretion of the Company.

3. Processing Times

Withdrawal requests are processed in two stages:

Approval of Withdrawal: The Company reviews and approves withdrawal requests within 3 to 7 business days. This includes verifying compliance, account status, and any documentation.

Payment Execution: Once approved, payments are executed and funds are typically received by the Customer within 3 to 5 business days, depending on the method of payment and third-party processors involved.

Processing times include the Company's internal review and system processing, as well as the time taken by third-party financial institutions. The Company is not responsible for delays caused by banks or other third-party payment processors.

4. General Terms

The Company reserves the right to reject a withdrawal request if the Customer's activity is deemed inappropriate or in breach of the Terms and Conditions.

The Company may block access to an account, freeze balances, or return funds after settling all applicable fees and commissions.

Withdrawal requests can only be made by the account holder; the Company will not process withdrawals from unauthorized third parties.

The Company reserves the right to amend or update this policy at any time to ensure compliance, security, and operational efficiency.

For any questions regarding this policy or withdrawal procedure, please contact support@pbxmarkets.com