



PRIMAVX

Funds Refund Policy

This Funds Refund Policy (hereinafter the “Policy”) establishes the procedures and conditions under which Clients may request reimbursement of deposits made to their trading accounts with the Company. By engaging with the Company’s services, Clients acknowledge that they have read, understood, and agreed to this Policy, which operates in conjunction with the Company’s Terms and Conditions (T&C). All refund requests are subject to Company review and approval.

Article 1.1: Policy Acceptance

Acknowledgment of Terms

By submitting a refund request, the Client confirms that they have fully understood and accepted the Company’s T&C and related legal documents. Refund eligibility is strictly contingent upon adherence to the requirements specified in this Policy.

Article 1.2: Eligibility Criteria for Refunds

Time and Conditions for Request

Refund requests are eligible for consideration only if submitted within fourteen (14) calendar days from the account registration date. Requests received beyond this timeframe will be deemed ineligible and automatically declined.

Article 1.3: Discretionary Decline of Refund Requests

Company Rights to Reject

The Company reserves sole discretion to reject, cancel, or withhold any refund request under the following circumstances:

- Refunds submitted with improper intent or inconsistent with T&C
- Requests arising from unresolved disputes with the Company



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- Accounts subject to violation of T&C or other contractual obligations

Article 1.4: Accounts Under Restriction or Suspension

Effect on Refunds

Accounts that have been suspended, restricted, or terminated due to breaches of T&C are automatically ineligible for refunds. Any refund requests associated with such accounts will not be processed.

Article 1.5: Refund Methods and Financial Institution Policies

Processing Through Original Payment Channels

Refunds will generally be processed using the same method as the original deposit (e.g., credit card, bank transfer), in accordance with the policies of the Company's affiliated financial institutions and payment service providers (PSPs). If the original payment method is unavailable, the Company may select an alternative refund method at its discretion.

Article 1.6: Responsibility for Third-Party Charges

Client Responsibility

The Company does not charge fees for processing refunds. However, Clients accept that banks, PSPs, or other financial intermediaries may impose fees or charges, for which the Client remains responsible.

Article 1.7: Refund Processing Timeline

Timeframes for Completion

Approved refund requests will be processed within seven (7) business days. The final credit to the Client's account may take up to thirty (30) business days, depending on the processing policies of financial institutions or payment providers involved.



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Article 1.8: Required Documentation

Information Submission

Clients must provide complete and accurate details to facilitate refund processing. Incomplete or incorrect information may lead to delays or denial of the refund request.

Article 1.9: Amendments and Updates

Policy Modifications

The Company reserves the right to modify this Policy at any time. Changes will become effective immediately upon publication on the Company website. Clients are encouraged to review the Policy periodically to ensure compliance with the latest version.

Article 1.10: Dispute Resolution for Refunds

Clients who disagree with the outcome of a refund request may submit a formal dispute under the Company's Complaints Handling Policy. The Company will review and respond in accordance with the procedures outlined therein.

Article 1.11: Exceptional Circumstances

In cases of technical errors, force majeure, or regulatory restrictions, the Company may defer or adjust refund processing. Clients will be notified promptly of such occurrences.

Article 1.12: Record-Keeping

All refund requests, supporting documentation, and related communications shall be securely maintained by the Company for auditing and regulatory compliance purposes.