

# REFUND POLICY (2026 Edition)



**Effective date: 24/03/2026**

**Owner: Kevin D. Wides (MLRO)**

**Review cycle: Annual**

# REFUND POLICY

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## 1. Scope

This Refund Policy applies to all RaiseFX entities, including **Raise Global SA (Pty) Ltd** and **Raise EU Services D.B. Limited**, and governs the handling of client refund and withdrawal requests.

Raise Global SA (Pty) Ltd provides trading and intermediary services.

Raise EU Services D.B. Limited acts solely as a payment agent facilitating payment processing.

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## 2. General Principle

Client funds deposited for trading purposes are **not automatically eligible for refund** and are intended solely for use within the trading account.

Refunds are only processed in strictly limited circumstances as set out in this Policy.

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## 3. Distinction Between Withdrawal and Refund

- **Withdrawal:** Transfer of available client funds from a trading account following trading activity or unused balance, subject to standard processing and verification.
- **Refund:** Return of a deposit back to the original funding source without being used for trading.

This Policy applies primarily to **refunds**, not standard withdrawals.

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## 4. Limited Circumstances for Refunds

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Refunds may be considered only in the following cases:

- Duplicate or erroneous transactions
- Failed or rejected deposits
- Technical errors attributable to RaiseFX systems
- Compliance or regulatory requirement
- Where trading activity has not occurred and risk has not been assumed

All refund requests are subject to internal review and approval.

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## 5. Conditions and Restrictions

Refunds will **not be granted** where:

- Funds have been used for trading (in whole or in part)
- Market risk has been assumed by the client
- The request is inconsistent with AML/CTF requirements
- The request involves third-party payments or unclear source of funds
- The client is subject to compliance review or investigation

RaiseFX reserves the right to decline any refund request that does not meet strict internal criteria.

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## 6. Original Source of Funds Requirement

Where a refund is approved:

- Funds will be returned **only to the original source of deposit**, where technically and legally feasible
  - Third-party transfers are strictly prohibited
  - Additional verification may be required prior to processing
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## 7. Processing and Fees

- Refunds are processed only after completion of all required KYC/AML checks
  - Processing timelines may vary depending on PSPs and banking partners
  - Any applicable processing, banking, or FX fees may be deducted from the refund amount
  - RaiseFX is not responsible for intermediary or receiving bank charges
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## 8. Role of Entities

- **Raise Global SA (Pty) Ltd:** Reviews and approves refund eligibility from a trading and compliance perspective
- **Raise EU Services D.B. Limited:** Executes the refund via PSPs and banking infrastructure as payment agent

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Neither entity guarantees refund eligibility.

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## 9. Chargebacks and Disputes

Clients are strongly encouraged to contact RaiseFX prior to initiating any chargeback.

Unjustified chargebacks may result in:

- Account suspension or closure
- Reversal of any associated trading profits
- Reporting to relevant payment providers

RaiseFX reserves all rights to dispute chargebacks.

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## 10. Amendments

RaiseFX reserves the right to amend this Policy at any time to reflect regulatory, operational, or risk considerations.

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## 11. Final Determination

All refund decisions are made at RaiseFX's sole discretion, subject to applicable laws and regulatory obligations.

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Signed: \_\_\_\_\_

A handwritten signature in black ink, consisting of several overlapping loops and lines, positioned above a horizontal line.

Position: CEO

Date: 24/03/2026