

Refund and Cancellation Policy V 1.1

IC Markets (EU) Ltd (hereinafter, the “Company”), is a Cyprus Investment Firm, licenced and regulated by the Cyprus Securities and Exchange Commission (CySEC) with Licence No 362/18, registered to the Company’s Registrar and Official Receiver under Registration Number 356877. The Company’s registered office is at 38 Karaiskaki, Kanika Alexander CTR, Block1, Floor1, Flat 113B, 3032, Limassol.

A refund request can be processed only in the case in which the account has been deposited, but no orders were executed by the Client. The Client must justify the reason of doing this. In this case the same method of payment used for the deposit will be used for the refund. The refund will be for the full amount, less any applicable fees or dues including but not limited to wire fees.

Refunds and all funding requests will be treated as withdrawals and can be processed using those methods and procedures as described in the Terms and Conditions of Business and the Deposits and Withdrawals Policy.

The Company will not refund funds lost in trading. The Company will proceed with the refund of Client funds upon receipt of the request on the same day as the request is made or the next working day if the Client’s request is received outside the normal working hours.

All refunds requests are processed withdrawals/refunds to any other third party or anonymous account. The Company will process withdrawals and refunds back to the source of the original deposit.

All Client refunds will be processed in the currency in which the deposit was originally made.

The Company has the right during the refund process, to request any additional information related to the request and the payment method. The Client understands and accepts that under such circumstances there may be a delay in processing the request.

For any questions about this Policy, please do not hesitate to contact us by email at: compliance@icmarkets.eu