

The Greendax logo features the word "Greendax" in a white, sans-serif font. The letter "x" is stylized with a green outline and a white fill. The background of the entire page is a dark blue gradient with a large, diagonal green shape that overlaps the logo and the title. In the lower-left corner, there is a photograph of modern buildings with white facades and blue accents, set against a clear blue sky.

Greendax

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Refund Policy

[GREENDAX.COM](https://www.greendax.com)

REFUND POLICY

1. Refund Request

1.1. In specific cases, the Client may file for a refund of payments made through bank transfers or credit cards back to his/her account.

1.2. All refund requests will be subject to evaluation and approval of the Company. Before requesting a refund, the Client must ensure that:

- The trading account is free of any pending orders or open trades,
- There are no ongoing conflicts or obligations associated with the relationship between the Company and the Client bound by the Terms and Conditions of the Agreement,
- There are no ongoing contracts or agreements between the Client and the Company,
- The trading account has never been suspended due to violating the Terms and Conditions of the Company, and
- The Client does not have any history of noncompliance with the Terms and Conditions of the Agreement

1.3. The Company reserves the right to reject the Client's refund request if such was made with unseemly intentions or if it contradicts the Terms and Conditions.

1.3. Refund requests will be processed within ten business days, and the refund status will be confirmed through the Client Dashboard on the Website.

2. Method of Refund

2.1. Refund requests will be subject to the approval of the Company, and the funds will be transferred through the Payment Service Provider ("PSP") used by the Client to deposit.

2.2. In case the deposit method used is temporarily or permanently unavailable, other payment methods will be offered to the Client. The Client hereby agrees to be bound to the terms and conditions of the chosen bank or PSP.

2.3. The Company can only conduct refunds to credit card transactions with the same amount of money as the Client initially deposited.

2.4. The Company does not charge any fee for refunds. If the Client disagrees with any condition in this policy, the Client is advised to terminate all contracts and agreements with the Company.

Risk Disclaimer: Derivatives and other leveraged products come with risks when traded in the market and may not be suitable for all investors. You should consider whether you understand how derivatives work and if you can afford to take a high level of risk to your capital. Before trading with Greendax, you should read the Terms & Conditions and Risk Disclosure in their entirety.



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