



# **CANCELLATION AND REFUND POLICY**

**MAY 2025**

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## **1. Purpose and Objectives**

This Cancellation and Refund Policy (hereinafter the “Policy”) outlines the terms and conditions under which Trinota Markets (Global) Limited (hereinafter the “Company”) accepts cancellations of deposit or withdrawal requests and processes refunds related solely to client funds, excluding trading activity.

## **2. Cancellation Policy (Deposits & Withdrawals Only)**

### **Deposit Cancellations:**

Clients may request the cancellation of a pending deposit before it is processed. Such requests must be submitted via email and are subject to review and confirmation by our back-office team.

### **Withdrawal Cancellations:**

Clients may request cancellation of a withdrawal request only if it has not yet been processed by the Company. Approved cancellations will return the funds to the Client's trading account balance.

## **3. Refund Policy**

### **Eligibility for Refunds:**

Refunds are considered under the following circumstances:

- Duplicate or erroneous deposit transactions
- Deposits not credited due to a technical error
- Mistakes made by the Company during the fund transfer process
- Unauthorized fund transfers (following verification and investigation)

### **Non-Refundable Items:**

- Losses resulting from trading activity
- Service fees and transaction commissions

### **Request Procedure:**

Clients must:

- Submit a written request to [support@m4markets.com](mailto:support@m4markets.com)
- Include relevant transaction details and any supporting documentation
- Complete required identity verification checks as determined by the Company

### **Processing Time:**

Once approved, refunds will be processed within one (1) business days and returned to the original payment method used by the Client.

### **Fees and Deductions:**

The Company does not charge any fee. Refunds may be subject to transaction or administrative fees as applicable by your credit institution.

## **4. Account Verification and Documentation Requirements**

- A. As indicated in paragraph 3.2 of the Company's latest Terms & Conditions (V.2 – June 2023, as amended from time to time) (hereinafter the "T&Cs"), "The Company is obligated by the Applicable Regulations to perform KYC and due diligence procedures in order to verify the identity of each person who registers online via the Company's Website. For this purpose, the Company will collect information about the Client such as name, surname, address, telephone number, email, nationality, date of birth and other details."
- B. As indicated in paragraph 3.3 of the T&Cs, "The Company is further obliged under Applicable Regulations to obtain information about the Clients knowledge and experience with trading in Financial Instruments so that it can assess whether the requested service or product is appropriate for a Client."
- C. The Company reserves the right to request proof of identity, address, or source of funds at any time. Failure to comply will result in the suspension of transactions and may lead to freezing or refunding of outstanding balances at the Company's discretion.

## **5. Dispute Resolutions**

Any complaints and/or disputes arising under this policy will be handled and/or resolved in accordance with the T&Cs.

## **6. Conflicting provisions**

For the purposes of this Policy, the “Terms and Conditions” or “T&Cs” shall refer to the Company’s Terms and Conditions (Version 2 – June 2023), as well as any amendments thereof.

This Policy forms an integral part of the Company’s T&Cs. In the event of any inconsistency or conflict between this Policy and the T&Cs, the T&Cs shall prevail.

## **7. Amendments**

Any amendments to this Policy shall be undertaken in the manner described under the T&Cs.