



FXopen
when money makes money

FXOpen Markets Limited

P.O. Box 590, Springates East, Government Road,
Charlestown, Nevis

www.fxopen.com



REFUND POLICY



- 1.1. This Policy is to inform you that due to the nature of business no refunds are provided by the Company.
- 1.2. The only exception is made if you are not the Customer of the Company, i.e. you do not hold a verified Main Account with the Company. If you do not hold a Main account with us and sent the funds to us in error you may request the refund of such funds at any time. We will process your request within 30 days and refund any money received from you using the same method originally used by you. Please contact us by submitting ticket at <https://support.fxopen.com/portal/en/newticket>.
- 1.3. Without derogating from the provisions of Clauses above, it is expressly stipulated that you are free to use a withdrawal procedure to get money from your Main Account.
- 1.4. The ways of withdrawal provided by the Company are listed on our website www.fxopen.com. We will process your withdrawal request within 5 business days from the moment of withdrawal request receipt.
- 1.5. Withdrawal procedure is described at our website www.fxopen.com. For more information on withdrawal procedure you can refer to our FXOpen Knowledge base using the following link: <http://support.fxopen.com/Knowledgebase/>.