

U E X O

Beyond Boundaries



# **REFUND POLICY**

## **UEXO Global Ltd**

### **1. INTRODUCTION AND CORPORATE INFORMATION**

UEXO Global Ltd. is a company incorporated in the Republic of Mauritius under Registration Number 179291 and holds a Global Business Licence issued by the Mauritius Financial Services Commission (“FSC”) under Licence Number GB21026300.

The registered office of UEXO Global Ltd is located at: 12th Floor, Hennessy Court, Pope Hennessy Street, Port Louis, Mauritius 72201.

UXO Services Ltd is a company incorporated in Cyprus under Registration Number HE437025, with its registered address at: Archiepiskopou Makariou III, 84, Office 1, 6017, Larnaca, Cyprus.

UXO Services Ltd is a non-regulated group services entity providing administrative, operational, and technical support services to UEXO Global Ltd.

This Refund Policy forms an integral part of the Client Agreement and shall be read in conjunction with:

- The Client Agreement
- The AML & CFT Policy
- The Risk Disclosure
- The Complaints Handling Policy

In the event of inconsistency, the Client Agreement shall prevail.

### **2. PURPOSE**

This Policy sets out the principles governing refund requests made by Clients in relation to deposits made into their trading accounts.

Refunds are subject to regulatory requirements under Mauritius law, including anti-money laundering (AML), counter-terrorist financing (CFT), and fraud prevention obligations.

Refunds are not automatic rights and are subject to review and approval at the Company’s sole discretion, acting reasonably and in compliance with applicable laws and regulations.

### **3. DEFINITION OF REFUND**

For the purposes of this Policy, a “Refund” refers to the return of deposited funds back to the original source of payment prior to or independent of trading activity.

A refund is distinct from a withdrawal of trading profits.

#### **4. GENERAL REFUND PRINCIPLES**

The Company shall apply the following core principles:

- Funds shall, wherever possible, be returned to the original source of deposit.
- No refund shall be processed where open positions would result in margin deficiency.
- Refunds are subject to AML, fraud, and source-of-funds verification.
- The Company reserves the right to request additional documentation prior to processing a refund.

The Company may refuse or delay a refund if:

- Regulatory reporting obligations arise;
- Suspicious transaction indicators are present;
- The Client is under investigation;
- The refund request is inconsistent with the Client’s transaction pattern.

#### **5. ELIGIBILITY FOR REFUNDS**

Refunds may be considered in the following circumstances:

- Duplicate deposits;
- Erroneous payments;
- Inactive accounts with unused balance;
- Deposits made without trading activity (subject to AML review).

Refunds shall not be granted where:

- The deposit has already been substantially traded;
- Bonus conditions have been triggered and not fulfilled;
- The account is subject to investigation;
- The Client is in breach of the Client Agreement;
- A chargeback has been initiated.

#### **6. AML AND SOURCE OF FUNDS CONTROLS**

All refund requests are subject to AML review under Mauritius AML/CFT legislation and FSC guidance.

The Company reserves the right to:

- Request updated identification documents;
- Request proof of source of funds;
- Request proof of payment method ownership;
- Delay processing pending enhanced due diligence (EDD);
- Report suspicious activity to relevant authorities.

Where required by law, funds may be frozen pending investigation.

## **7. PAYMENT METHOD REQUIREMENTS**

Refunds shall be returned strictly to the original source of deposit where technically feasible.

Where this is not possible due to technical limitations or payment provider restrictions, the Company may, at its discretion:

- Request alternative verified payment details;
- Require bank transfer to a verified bank account in the Client's name.
- Third-party payment methods are strictly prohibited.

## **8. CRYPTOCURRENCY REFUNDS**

Where deposits were made via cryptocurrency:

- Refunds will only be processed to a wallet verified as belonging to the Client.
- The Company may require signed declarations and blockchain verification.
- The Company shall not be liable for incorrect wallet addresses provided by the Client.
- Blockchain network fees shall be borne by the Client.

## **9. OPEN POSITIONS AND MARGIN IMPACT**

No refund shall be processed if doing so would:

- Trigger margin call;
- Result in stop-out;
- Expose the Company to credit risk.

Clients must close open positions or maintain sufficient free margin prior to refund processing.

## **10. CHARGEBACKS AND PAYMENT DISPUTES**

If a Client initiates a chargeback or payment dispute:

- The Company may immediately suspend the trading account;
- Open positions may be closed;
- The account may be restricted;
- Internal investigations may be initiated.

The Company reserves the right to recover any losses, fees, administrative costs, or damages arising from malicious or unjustified chargebacks.

Chargeback abuse may result in permanent account closure.

## **11. PROCESS FOR SUBMITTING A REFUND REQUEST**

Clients must submit refund requests in writing via email to:

[support@uexo.com](mailto:support@uexo.com)

The request must include:

- Full name;
- Account number;
- Deposit amount;
- Deposit date;
- Payment method;
- Reason for refund request;
- Supporting documentation (if applicable).

Incomplete requests may delay processing.

## **12. REVIEW AND PROCESSING TIMELINES**

Upon receipt of a complete refund request:

- Acknowledgment will be issued within 2 business days.
- Review shall be conducted within 5 business days.
- Processing timeline depends on payment provider and AML checks.

The Company shall not be liable for delays caused by:

- Intermediary banks;
- Payment service providers;

- Regulatory investigations;
- Force majeure events.

### **13. FEES AND COSTS**

The Company reserves the right to deduct:

- Payment processing fees;
- Banking charges;
- Currency conversion costs;
- Administrative costs associated with the refund.

Where applicable, exchange rate fluctuations between deposit and refund date shall be borne by the Client.

### **14. DISCRETION AND LIMITATION OF LIABILITY**

The Company retains sole and absolute discretion in approving refund requests, provided such discretion is exercised in good faith and in accordance with regulatory obligations.

The Company shall not be liable for:

- Indirect or consequential losses;
- Exchange rate differences;
- Third-party banking delays;
- Blockchain network congestion;
- Payment processor restrictions.

### **15. ABUSE AND FRAUD PREVENTION**

The Company actively monitors for:

- Refund manipulation;
- Bonus abuse;
- Payment fraud;
- Structured deposit/refund cycles;
- Identity mismatches.

Suspicious behaviour may result in:

- Account suspension;
- Permanent closure;
- Reporting to regulators;

- Legal recovery proceedings.

## **16. GOVERNING LAW**

This Policy shall be governed by and construed in accordance with the laws of Mauritius.

Any disputes arising under this Policy shall be resolved in accordance with the dispute resolution provisions of the Client Agreement.