



## Capital Crest Ltd – Mirrox – Refund & Cancellation Policy

Capital Crest Ltd operating under the trading name **Mirrox**, is a limited liability company registered with the registrar of International Business Companies in Comoros Union, with registration number HT00324037 (referred to hereinafter as 'the Company') and is authorised by the Mwali International Services Authority of Comoros (hereinafter referred to as the "Regulator") with an international brokerage and clearing house license number BFX2024064.

A refund request will be processed only if the account has received a deposit and no orders have been executed by the Client. The Client must provide a justification for the request. In such cases, the refund will be processed using the same payment method used for the deposit. The refund amount will be the full deposit amount, minus any applicable fees or charges, including but not limited to wire transfer fees.

Refunds and all funding requests will be handled as withdrawals and will follow the procedures outlined in the Client Agreement and the General Fee Policy.

### **The Company will not refund any funds lost due to trading activities.**

The Company will process the refund of Client funds within five working days of receiving the request, provided the request is made within normal working hours. If the request is received outside of normal working hours, the five working days will commence from the next working day after the request is received.

Clients have a timeframe of **15 days** from the receipt of the account opening application to provide the required information and documentation. If the Client fails to provide the necessary information within this timeframe, the Company may reject the application and refund the available balance using the same method used for the deposit.

The Company only offers its services to Clients over the age of 18. Any registration by minors will be considered a breach of the Client Agreement and will result in the termination of the trading account. Any remaining funds in the trading account will be refunded within 15 days of the account's termination.

The Company reserves the right to terminate any trading account in the event of a breach of the Client Agreement. Any remaining funds in the trading account will be refunded within 15 days of the account's termination. If the regulatory authority instructs the termination of a trading account following a suspicious transaction report, the refund of any funds in the trading account will be subject to the relevant instructions from the regulatory authority. In such cases, any remaining funds will be refunded within 15 days of the account's termination.

The Company reserves the right to charge additional fees for any refunds processed, as described in the General Fee Policy.

All refund requests are processed by the Back Office Department; however, the time required for funds to be transferred depends on the payment method used.

During the refund process, the Company may request additional information related to the request and the payment method. The Client understands and accepts that this may cause a delay in processing the request.

The Company reserves the right to review and/or amend its Refund Policy at its sole discretion, whenever deemed fit or appropriate. By using our website and services, the Client accepts the terms and any changes made.

For any questions about this Policy, please contact us via email at: [support@mirrox.com](mailto:support@mirrox.com)