

Deposit, withdrawal and refund policy

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Deposit Policy

1. To credit your account, you need to log in to the Forexite company (hereinafter the company) TradeRoom system, open the *Payments - Incoming Payment* page, and select the appropriate payment method. The detailed instructions and the necessary details will be displayed at the bottom of the page.
2. Only the owner of the trading account can credit his/her account; incoming transfers from the third parties are not allowed. Transfers from the third parties are not accepted and are returned back without crediting to the trading account.
3. The company does not set any limits to the amounts to be credited; however, the amounts may be limited by the rules of payment systems through which the payments are made. In particular, funding from a payment card may be limited to about 1000 USD. In addition, the bank that issues the card sets the maximum payment amount for it.
4. The company does not charge any fees for incoming payments (see *Trading conditions*). However, the client may be required to pay the fees of the payment system or the bank from which the payment is being made. When making a payment, additional costs of conversion are possible, if the currency used in payment processing is different from the payment currency.
5. The payment processing time depend on the payment method. As soon as the funds come to the company, they are credited to the client's account in the TradeRoom system. Bank payment is usually executed by banks within 2-3 business days. Payment by card is usually credited within a few minutes.
6. The received amount is credited to the client's account in TradeRoom in the currency in which it has been received. By default, all accounts have an automatic conversion of all currencies into USD at the close of the trading day. If you want to have the credited currency on the account, then you need to disable the automatic conversion in the *Preferences - Autoconversion* menu.
7. If any questions, please contact us through the TradeRoom internal messaging system (menu *Service - Messaging*).

Withdrawal Policy

1. The client has the right to withdraw all or part of his/her funds from his/her account at any time. The amount of the transfer and transfer fee should not exceed the amount of the free funds. To transfer a larger amount, a part of or all open positions should be closed.

2. To withdraw funds, you need to log in to the TradeRoom and fill in the transfer order in the *Payments - Outgoing Payment* menu. The order is certified by the key from the table received when opening the account.
3. Depending on the payment method, it is necessary to specify the payee's first and last name, the address, the card or bank account number, and eventually some other information to identify the payee. If the withdrawal amount exceeds 500 USD, the document copies confirming the client's identity and address should be sent, if not sent to the company previously.
4. The transfers from a trading account are possible only to the account from which the money was previously received. In some cases, e.g., when the original account or the card has been closed, the transfer can be made to another trading account owner's account or card. Transfers to accounts of the third parties are not allowed.
5. The company does not set any limits to the withdrawal amounts; however, the amounts may be limited by the rules of the payment systems through which the payments are made. In particular, withdrawals to bank cards may be limited to an amount from 500 up to 1000 USD, depending on the currency of payment.
6. The withdrawal fee depends on the payment method and the currency in which the withdrawal is made. The fees for outgoing payments is specified in the *Trading conditions*. If the payment currency and that of the card to which the transfer is made do not match, the bank will automatically convert the amount into the currency of the card.
7. Please fill in payment orders properly as it speeds up the transfers, so please be very careful of this issue. The company is not liable if the client has entered incorrect details for transferring funds from his/her account.
8. It usually takes up to several hours on business days, but not more than two business days, to process transfers. After that, the payment is sent to the bank or the payment system for execution.
9. The term of receipt of funds on a bank card depends on the card issuing bank and can take from several minutes up to several days from the moment of the transfer execution in TradeRoom. For bank transfers, the term is usually 2-3 business days.
10. If any questions, please contact us through the TradeRoom internal messaging system (menu *Service - Messaging*).

Refund Policy

1. If the client declines the company services, and no deals were made by him/her, within 7 working days after he/she opened the account and sent the initial deposit, the deposit amount will be returned to the client in full.
2. In all other cases, the standard withdrawal procedure is used, and a transfer fee is charged according to the *Trading conditions*.
3. If any questions as well as if you need to notify us of your request to decline the company services, please contact us through the TradeRoom internal messaging system (menu *Service - Messaging*).