

## REFUND POLICY

### **Evoltex LTD**

This Refund Policy describes the conditions under which refunds may be issued by **Evoltex LTD**.

The policy is designed to reduce financial and legal risks, as well as to comply with international Anti-Money Laundering (AML) and Know Your Customer (KYC) regulations.

By using the services provided on **evoltex.org**, the Client agrees to the terms of this Refund Policy.

---

## 1. GENERAL PROVISIONS

1.1 The Company may issue refunds only under specific circumstances described in this policy.

1.2 Refunds are subject to compliance with the Company's AML and KYC requirements.

1.3 The Company reserves the right to refuse refunds where fraud, abuse, or suspicious activity is detected.

---

## 2. CONDITIONS FOR REFUND

The Company may initiate a refund in the following cases:

- when the source of funds cannot be verified
- when the Client fails to pass the identity verification procedure
- when transactions are suspected to be related to fraud, money laundering, or illegal activities
- when deposits were made but no trading activity occurred on the account.

If no trading activity is recorded within **30 days after a deposit**, the Company reserves the right to return the deposited funds to the original payment source.

---

### 3. METHOD OF REFUND

Refunds, when approved, will be processed using the same payment method originally used for the deposit whenever possible.

Refunds may be sent to:

- the same bank account used for the deposit
- the same credit/debit card used for the deposit
- the same electronic wallet or cryptocurrency wallet used for funding.

The Company reserves the right to determine the most appropriate refund method when necessary.

---

### 4. NON-REFUNDABLE CASES

Refunds will generally **not be issued** in the following situations:

- if trading activity has already occurred on the account
- if the Client has incurred trading losses
- if the Client violates the Company's Terms and Conditions
- if the Client attempts to exploit the platform or manipulate transactions.

Completed and executed trading transactions cannot be cancelled.

---

### 5. FRAUD PREVENTION

If the Company identifies suspicious or inappropriate activities, including attempts to misuse the services, the Company may:

- suspend the Client's account
- cancel pending transactions
- block access to the trading platform
- initiate a refund of deposited funds to the original payment source.

Such actions may be taken without prior notice to the Client.

---

## 6. CHARGEBACK POLICY

Clients who deposit funds using credit or debit cards agree not to initiate a chargeback request through their bank or card provider without first contacting the Company.

If a chargeback request is initiated:

- the Client's account may be suspended
  - the remaining account balance may be frozen
  - access to the trading platform may be restricted.
- 

## 7. THIRD-PARTY PAYMENTS

For security reasons, the Company does not allow deposits or withdrawals from third-party payment accounts.

All payments must be made using financial accounts belonging to the Client.

The Company may refuse or reverse transactions involving third-party payment methods.

---

## 8. ACCOUNT SECURITY

The Company takes all reasonable measures to prevent unauthorized access to Client accounts.

Deposits and withdrawals may only be performed by the registered account holder.

---

## 9. POLICY CHANGES

The Company reserves the right to modify this Refund Policy at any time.

Any updates will be published on the Company's website, and continued use of the services constitutes acceptance of the updated policy.