

Refund Policy

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Refund Request Policy

The Refund Procedure is in place to provide a structured process for requesting a refund for deposits made into your trading account with us. All refund requests are subject to approval and will be carefully reviewed by the relevant department. By submitting a refund request, you confirm that you have read and understood our official Terms and Conditions and other legal documentation.

Clients may request a refund of payments made through bank transfers or credit cards in specific cases. All refund requests will be carefully evaluated and approved by the Company. Before submitting a refund request, clients must ensure that:

- The trading account is clear of any pending orders or open trades,
- There are no unresolved conflicts or obligations outlined in the Terms and Conditions agreement between the Company and the Client,
- There are no existing contracts or agreements between the Client and the Company,
- The trading account has never been suspended for violating the Company's Terms and Conditions, and
- The Client has not previously violated the Terms and Conditions agreement.

The Company reserves the right to reject refund requests that are made with malicious intent or contradict the Terms and Conditions agreement. Refund requests must be submitted within 14 business days of opening the trading account. Once submitted, refund requests will be processed within 10 business days. Any requests made after this time frame will not be processed. We reserve the right to reject or cancel any refund request at our discretion if it is deemed to have been made with malicious intent or violates our Terms and Conditions.

Method of Refund

Refund requests will be approved by the Company, and funds will be transferred through the Payment Service Provider ("PSP") used by the Client for the initial deposit. If the deposit method is unavailable, alternative payment methods will be offered to the Client, who agrees to abide by the terms and conditions of the chosen bank or PSP.

Refunds for credit card transactions will be processed for the same amount as the initial deposit. The Company does not charge any fees for refunds. If a Client disagrees with any aspect of this policy, it is recommended to terminate all ongoing contracts and agreements with the Company.

It is important to ensure that there are no unresolved conflicts related to our Terms and Conditions or other agreements between you and the Company before requesting a refund. Any requests from an account with a history of suspension or restriction due to violations will be automatically rejected.

Risk Warning: Trading leveraged products carries a high level of risk and may not be suitable for all investors. Trading any financial instruments can lead to both losses and gains, with the potential for losses exceeding your initial investment. Prior to engaging in any transactions, it is imperative that you have a thorough understanding of the associated risks and consider seeking independent advice if necessary.