



uexo \ Myrtle Ltd \ FSC

## **Refund Policy**

v1.0

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# 1. Introduction

The uexo brand is authorised and regulated in various jurisdictions, with the Mauritian entity being owned and operated by Myrtle Limited. Myrtle Limited (hereinafter referred to as "uexo", or "Company" from this point on) has its address at Suite 803, 8th Floor, Hennessy Tower, Pope Hennessy Street, 11328, Port Louis, Mauritius. The company is regulated by the Mauritius Financial Services Commission (FSC) as an Investment Dealer (Broker) with the licence number GB21026300.

## 2. uexo's Refund Policy

The Company may go for an exception in some cases when it is necessary to return payment made by the credit card, but only if the Client justifies the reason for doing this.

Refunds are made only on the credit card that was used for making a deposit.

In order to start the return process the Client shall submit a cancellation request by sending an email to [finance@uexo.com](mailto:finance@uexo.com).

A cancellation request shall contain the following information at least but not limited to:

- ★ Full name of the Client
- ★ Residential address
- ★ Contact email and phone number(s)
- ★ uexo trading account number(s)
- ★ Initial payment amount
- ★ Date of payment
- ★ Used payment method, i.e. credit/debit cards, wire transfer, etc.
- ★ Payment identification number, if any
- ★ The reasons for the cancellation, which is subject to the conditions stated below.

All the information in a cancellation request submitted to the Company shall be identical to that originally submitted in the initial payment.

See the Company's refund terms and conditions in section 3, which can be found overleaf.

### 3. uexo 's Refund Terms and Conditions

All received cancellation requests shall be dealt with by the Company on the following terms and conditions:

- ★ All cancellation requests shall be for genuine and acceptable reasons, and those reasons shall be described in detail by the Client in the cancellation request (acceptability to be determined by the Company at its own discretion).
- ★ All cancellation requests shall be submitted within reasonable time from the moment of the initial payment.
  - The Company shall notify the Client in cases where it is not possible to process the cancellation request due to card scheme or payment institution rules.
- ★ All cancellation requests shall be processed within the established time frames as per term set by the Client Agreement for claims related to non-trading operations or exceptionally more.
  - The Company shall notify the Client in cases when additional time is required.
- ★ All cancellation requests shall be reviewed only if the requested amount does not exceed initial payment amount and as well as free margin of the uexo trading account.
- ★ Any charges deducted by the payment institution and also any loss or expense, if suffered or incurred by the Company due to adverse exchange rate fluctuation shall be covered from the return amount.

## Do you have any questions?

If you are unsure of the things stated within this policy, or have any questions, please contact us either via our live chat features, which can be found on our website, or by emailing us at [info@uexo.com](mailto:info@uexo.com).