

****OrbiCapital Refund Policy****

Last Updated: 03-Feb-2024

Welcome to OrbiCapital! Our Refund Policy outlines the terms and conditions regarding refunds for services provided by OrbiCapital. Please carefully read this policy to understand our guidelines for refund requests.

1. Refund Eligibility

Refunds are considered under the following circumstances:

a. Technical Issues

Refunds may be granted if technical issues on our platform prevent you from accessing our services or executing trades.

b. Unauthorized Transactions

If you believe that unauthorized transactions have occurred on your account, please contact us immediately. Refunds may be issued after a thorough investigation.

2. Refund Request Process

To initiate a refund request, you must:

a. Contact Support

Submit a detailed refund request to our support team at [insert contact email/phone] within 7 days of the issue.

b. Provide Information

Include relevant details such as your account information, a description of the issue, and any supporting documentation.

3. Non-Refundable Situations

Refunds will not be provided under the following circumstances:

a. Trading Losses

OrbiCapital does not offer refunds for losses incurred through trading activities. Forex trading involves inherent risks, and losses are a part of the trading process.

b. Account Termination

If your account is terminated due to violations of our Terms and Conditions, no refunds will be issued.

c. Compliance with Laws

Refunds will not be provided if compliance with applicable laws and regulations requires us to withhold funds.

4. Refund Processing

OrbiCapital will review refund requests promptly and inform you of the decision. Approved refunds will be processed using the original payment method, and the funds will be returned to the account from which the payment originated.

5. Currency Conversion

If the refund involves a currency conversion, the refund amount will be converted based on the prevailing exchange rate at the time of the refund.

6. Amendments to the Refund Policy

OrbiCapital reserves the right to update and modify this Refund Policy at any time. Changes will be communicated through our platform or other means.

7. Contact Us

If you have any questions or concerns about our Refund Policy, please contact our support team at support@orbicapital.com.

Thank you for choosing OrbiCapital. We are committed to providing you with a reliable and transparent trading experience.

OrbiCapital