



WITHDRAWAL & REFUND POLICY

Introduction

Any reference to "TagorTrade," the "Company," "we," "us," or "our" refers to Tagor Trade Ltd, a company incorporated in the United Kingdom with Registration Number: 09133368.

This Withdrawal & Refund Policy (the "Policy") outlines the terms and conditions under which Clients are eligible to request withdrawals and/or the conditions under which TagorTrade may automatically process refunds (the "Payouts").

This Policy forms an integral and inseparable part of TagorTrade's General Terms & Conditions (the "T&Cs"). Therefore, by accepting the T&Cs by registering for a Client Account with the Company (the "Account"), Clients also confirm that they have read, understood, and accepted the T&Cs and all accompanying Policies in their entirety and without reservation. Thus, they agree to be bound by the provisions of this Withdrawal & Refund Policy, as set forth herein.

This Policy shall be periodically reviewed and updated as deemed necessary by the Company. The Company reserves the right to amend the Policy without notice to Clients, provided that the changes do not materially affect the client's rights under this Policy. The latest and prevailing version of the Withdrawal & Refund Policy will, at all times, be available on the TagorTrade Website. For further inquiries, please contact our Support Department under the TagorTrade Help Center at support@tagortrade.com.

1. Withdrawals

1.1. Clients have the right to withdraw all or part of their available funds from their Account at any time, unless there are restrictions, issues, violations, or governmental orders prohibiting withdrawal for illegal activities. It should be noted that the transferred amount (including any transfer fees) cannot exceed the amount of funds available for withdrawal in the Client Account.

1.2. For security reasons, the first withdrawal requests must be made to bank cards that have been used for making deposits and only then to other payment methods.

1.3. The withdrawal fee may differ depending on the payment method and the currency in which the withdrawal request is made.

1.4. The Company does not set any limits on the withdrawal amounts for registered Clients; however, the amounts may be limited by the conditions set in the payment systems through which the payments are made.

1.5. TagorTrade processes all pending withdrawals once a day, between 12:00 and 14:00 UTC. A withdrawal requested before 12:00 UTC will be processed on the same day. Any withdrawal requested after 12:00 UTC will be processed the next day.

1.6. Clients should complete withdrawal requests accurately and properly to avoid any delays in processing their request. The Company shall not be held liable if Clients enter incorrect details for transferring funds from their account.

1.7. TagorTrade reserves the right to manually review a withdrawal request before it's approved if it triggers a suspicious activity alert. This may delay a withdrawal until the review is completed and the withdrawal is approved.

1.8. The Company reserves the absolute right, at its sole discretion, to request identification documents, proof of residency, and/or source of funds documentation before facilitating a withdrawal. Any submitted documents by Clients must be valid, up-to-date, and accurate.

1.9. If the Company classifies the Client's conduct as non-compliant with the General Terms & Conditions, such as direct or indirect illegal or dishonest intent to misuse the products and services, the Company has the right to suspend, restrict, or terminate the Account with the Client.

1.10. Withdrawal requests shall only be processed back to the source of funds, which is the original deposit method from which the funds were deposited to the Client Account. Clients may request an alternative withdrawal method, as long as they can justify the change in withdrawal method to the satisfaction of the Company.

1.11. By accepting this Policy, Clients acknowledge and accept that withdrawal requests may be subject to extended processing times due to the involvement of third-party payment providers. The Company shall not bear any liability for any delays, expenses, or losses incurred by the Client during the withdrawal process or in relation to any delays and/or expenses resulting from the involvement of third parties.

2. Refunds

2.1. Refunds shall only be processed back to the source of funds, which is the original deposit method from which the funds were deposited to the Client Account. Refunds and all other funding requests will be treated as withdrawals and will be processed using those methods and procedures described in the Withdrawals section above.

3. Payout Conditions

3.1. TagorTrade will process Payouts under certain circumstances, provided specific requirements have been met, prior to the Payout execution, as outlined below.

3.2. Payout requests that exceed the internal daily threshold set by the Company shall be processed automatically only for verified clients.

3.3. Payout requests exceeding the threshold, requested by unverified clients, will only be processed following the client's successful verification. In this case, the said client is notified via email to submit identification documents and any other requested documents, such as source of funds, to TagorTrade.

3.4. Additionally, TagorTrade may initiate the verification process (identification and proof of address) during the course of the internal monitoring of its clients trading activities (transaction monitoring) and may request relevant supporting documentation of the clients' source of funds before executing the payout.

4. Supporting Documents

4.1. The clients identification is verified electronically using automated software for screening purposes. Source of funds supporting documentation and/or proof of address information is submitted to TagorTrade via email and verified manually on a case-by-case basis by the Back-Office Department.

4.2. Acceptable documents for verification purposes include:

Identification Documents: Valid, not expired: Passport, ID, or Driving License.

Proof of Address: Recent, dated within 6 months: Utility Bill, Landline Bill, Rental Agreement, Bank Statement, Tax Bill, or any other equivalent document.

Source of Funds: Bank or Trading Account Statement, Tax Declaration, Payslip, or any other document supporting the source of income.

4.3. TagorTrade reserves the absolute right to request additional supporting documents from clients at any time, as deemed necessary by the Back-Office Department. Additional documents may include proof of the client's residential address, additional proof of identification, and/or additional documentation on the client's source of funds.