

# **REFUND AND CANCELLATION POLICY**

**Version 1 – October 2023**



The website ([www.tibiglobe.com](http://www.tibiglobe.com)), is operated by TIBIGLOBE (PTY) LTD (hereinafter referred to as the “Company”), authorized and regulated by the Financial Sector Conduct Authority (FSCA) in South Africa (License Number: 50012).

Please note that a refund request can only be initiated in cases where funds have been deposited into the account, but no trading orders have been executed on behalf of the Client. The Client is required to provide a valid reason for this request. In such cases, the same payment method used for the initial deposit will be utilized for the refund. The refund amount will be the full deposit amount, minus any applicable fees, which may include wire fees, among others.

It's essential to understand that refunds and all funding requests are treated as withdrawals and will be processed in accordance with the methods and procedures outlined in the Client Agreement and the Fees and Charges

- **It's important to note that the Company will not refund any funds that have been used for trading purposes. In such cases, a client may not request a refund but a withdrawal for any available balance in his account instead.**

The Company will proceed with the refund of Client funds within 15 days from the date of receiving the request. If the Client's request is received outside of normal working hours, the 15-day processing period will commence on the next working day following the request receipt.

Upon the receipt of the account opening application, the Client is given a 15-day timeframe to provide all required information and documentation. Failure to provide these documents within the specified timeframe gives the Company the right to reject the application and refund the available balance to the original deposit method.

The Company reserves the right to terminate any trading account in the event of a breach of the Client Agreement. In such cases, any remaining funds in the trading account will be refunded within 15 days from the date of account termination. Additionally, the Company may terminate a Client's trading account if instructed to do so by a regulatory authority following a suspicious transaction report. Any refund of funds in the Client's trading account will be subject to the relevant instructions of the regulatory authority. In cases where a refund is initiated, any remaining funds in the trading account will be refunded within 15 days from the date of account termination.

Please note that the Company retains the right to charge additional fees for processing refunds.

All refund requests are processed by the Back Office Department; however, the processing time may vary depending on the chosen payment method.

During the refund process, the Company may request additional information related to the refund request and the chosen payment method. The Client should be aware that, under such circumstances, there may be a delay in processing the request.

The Company reserves the right to review and amend its Refund Policy at its sole discretion whenever it deems necessary or appropriate. By using our website and services, the Client acknowledges and accepts the policy's terms and any changes that may be made.

If you have any questions regarding this Policy, please do not hesitate to contact us via email at: [support@tibiglobe.com](mailto:support@tibiglobe.com).



## **TIBIGLOBE (PTY) LTD**

TiBiGLOBE is operated by TIBIGLOBE (PTY) LTD, a South Africa Investment Firm, authorized and regulated by the Financial Sector Conduct Authority (FSCA) of South Africa, with FSP License Number 50012. TIBIGLOBE (PTY) LTD registration number is 2018 / 054431 / 07.

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