

# Moonance Refund Policy

## Transaction Terms & Conditions

- Unless Moonance agrees otherwise or to comply with Applicable Law, Moonance will only accept a request for a withdrawal of funds that is given directly by you or an authorized person appointed.
- Moonance will not accept any request for withdrawal from the account given by any other person.
- To help protect you from fraud, under Moonance's withdrawal policy funds must be withdrawn to the same account that they originated from.
- Withdrawals will only be made in the Account Currency and will only be processed by Moonance where the destination for the money being withdrawn is the same as the origin of transfers made to the Account unless and subject to Moonance prior approval has notified Moonance in writing that the payment details have changed. For example, when funding with Credit Card, account withdrawals can only be made back to the same Credit Card. The same applies with bank account funding.
- Pursuant to Moonance's obligations regarding Anti-money laundering/ Counter Terrorist Financing, Moonance is unable to accept funds from third parties. All money deposited into your account must come from a bank account or Credit Card in the same name as your Moonance trading account.
- Fees may be incurred if it involves transfers to and from international banking institutions that may attract transfer fees from either party, including intermediary banks, which are independent of Moonance. Any such fees will be the responsibility of the client.
- Moonance may as a gesture of goodwill or as part of a promotion, cover fees charged by the merchant services provider by reimbursing them to your trading account.
- In the circumstance of a chargeback as the client, you are responsible to cover any reversed payments and/or chargeback fees. If there are insufficient funds in the trading account to cover, you agree to make a deposit to your trading account to cover via bank wire transfer.
- Some banking institutions may treat funding your trading account via your credit card as a cash advance or a purchase. Please contact your bank for details.

Moonance LLC is incorporated in St. Vincent and the Grenadines with registration no. 2141 LLC 2022

**Address:** James Street, Kingstown, VC0100, St. Vincent & the Grenadines. **Registered Email:** info@moonance.com