

Refund & Return Policy

INTRODUCTION

DB Invest Limited Dubai Branch Rep Office (Hereinafter referees as DB or the company) is a company licensed by Dubai Economy & tourism (DET) under the law of Dubai UAE with license number 119992. DB classified as branch of foreign entity & fully owned by DB Invest Limited that is incorporated under law of Seychelles with regulation number SD053 by Financial Service Authority.

Refund policy is the amount paid back to client for over-invoicing or for returned services that did not match with client scope of work or when client is looking to get back part of deposited amount for extra services which is to be mentioned on the website if allowed and the conditions under which refunds will be given to the client.

In this policy & as per DB & DB Invest Limited, refund will be directly related to if client looking to collect back part of his deposited outstanding amount or to withdraw back part of his profits that generated from online trading.

Refunds will be done only through the Original Mode of Payment.

Your Refund as client:

For delivered services, which is access for a client to do online trading through the regulated financial brokerage, Company will refund to client the Service amount in full plus the cost of return:

- Once the client looking to get back part of deposited amount & amount classified as outstanding balance in trading platform.
- If client reason for return is due to an error on company side, such as an error in pricing or Scope of work, like client deposited by 3rd party card, so DB will be liable to refund back client the full deposited amount.
- Client is looking to get back part of extra deposited amount with company, in case client deposited extra amount for 2 services & client got 1 service & asked to cancel other service.
- Client is looking to withdraw part of trading profit.

In all other circumstances, Company will refund the Service amount (excluding the amount paid for the original shipping fees if any) and client may pay the costs of return shipping.

For Service not delivered, Client will receive a full refund if client cancel the order by giving notice before 72 hours.

Refund Procedure

Company will issue a refund to client depending on the method you used for payment, as follows:

- If client paid by Wire TT upon delivery, Company would issue a refund to client same bank account that company got the deposit as per confirmation of bank deposit slip; or
- If client paid by credit/debit card, client can choose to have a refund by credit/debit card.

Refund Timescale. Client refund will be initiated by company based on client request as per the conditions mentioned above as per the online trading agreement of both parties and inspected by our team, and the final refund will be received by client as follows:

- If the refund is to your credit/debit card, will be within 2 to 7 days, to be initiated by company & to be delivered to client.

Cancellation & Replacement Policy

Cancellation of the agreement that be signed between both parties as per following.

- If the agreement cancelled by client by stop trading with company.
- Agreement cancelled by company once the client abuse company trading policy.

There is no replacement in business structure as per the service that we are offering, only as company can sign new agreement for a new scope of work & to be billed separately.