Refunds & Withdrawals Policy

Introduction

This policy explains how clients of NFXTrade("the Company," "we," or "us") can request the return of funds from their trading accounts. This policy is an official part of the Client Agreement. The Company is committed to handling all withdrawal requests promptly and securely, subject to the rules below.

1. **How to Request a Withdrawal**

   Clients must submit withdrawal requests directly through their account on the Company's Trading Platform. To be approved, you must meet the following conditions:

- Your account must be fully verified (KYC compliant), and you must provide any extra identity documents we or our payment processors request.
- You can only withdraw available funds that are not being used to maintain margin.
- You cannot withdraw funds that were credited as bonuses, fees, or promotional money.
- You must not have any open trading positions when you make the request.
- The Company reviews all requests and reserves the right to cancel them at its discretion.

2. Payment Methods and Handling of Funds

- Your original deposited funds and any trading profits will usually be returned to you in a single transaction using the exact same payment method you used to deposit.
- In some cases, your profits may be sent via a different payment method chosen by you or required by our payment providers.
- Withdrawals can be processed via wire transfer, credit/debit card, e-wallet, or other electronic methods.
- You are fully responsible for any bank or intermediary fees, which means the final amount you receive might be less than what you requested.
- If we cannot send money to your original payment method, we may ask for an alternative. You must respond quickly, or your withdrawal will be canceled.
- The Company has the final say on how and when your funds are transferred.

3. Processing Times Withdrawals are processed in two steps:

- **Approval:** The Company takes 3 to 7 business days to review your request, verify your documents, and check your account status.
- **Payment Execution:** After we approve the request, it usually takes another 3 to 5 business days for the funds to reach you, depending on the payment method.
- These timeframes include our internal checks and standard bank processing times. The Company is not responsible for any delays caused by your bank or third-party payment providers.

4. General Rules and Account Security

- We can reject your withdrawal request if your trading activity is inappropriate or breaks the rules of the Client Agreement.
- If necessary, we can block your access, freeze your account balance, or return your funds only after deducting all owed fees and commissions.
- Only the verified account holder can request and receive withdrawals. We will never process payments to unauthorized third parties.
- The Company can update this policy at any time to maintain security and operational efficiency.
- If you have any questions, please contact support@nfxtrade.com

5. Chargeback Protection

- **Chargebacks:** If you initiate an unjustified chargeback or payment dispute with your bank or credit card company, the Company reserves the right to immediately freeze your trading account. Any realized profits will be reversed, and all administrative or legal fees will be deducted directly from your available balance.