

Refund Policy

Overview

Our trading platform is committed to ensuring customer satisfaction. We understand that trading can be a complex and dynamic activity, and we strive to provide the best possible service and support. This Refund Policy outlines the conditions under which refunds are issued to our clients.

Eligibility for Refund

Clients are eligible for a refund if they meet the following criteria:

- 1.Active Trading Period: The client has been actively trading with a real balance (not a demo account) for at least 11 days.
- 2.Profit Guarantee: The client's profits are lower than the guaranteed profit percentages based on their account type:
 - Basic Account: 15%
 - Bronze Account: 20%
 - Silver Account: 25%
 - Gold Account: 25%
 - Platinum Account: 30%
- 3.Service Satisfaction: The client is not satisfied with the quality of service provided.

Refund Request Process

- 1.Initiate a Request: Clients must submit a refund request through our customer support channels (email, phone, or live chat). The request should include the reason for the refund, along with any supporting evidence of unsatisfactory performance or service.
- 2.Contact Broker or Support Team: Clients must contact their personal broker or our support team to discuss their situation and explain their concerns. We will make every effort to resolve the issue and provide the required information and assistance.
- 3.Evaluation: If the issue cannot be resolved through discussion, our support team will evaluate the refund request within 10 business days. This evaluation will include a review of the client's trading history, profit performance, and interactions with our support and brokerage services.
- 4.Decision: Upon completion of the evaluation, the client will be notified of the decision. If the refund is approved, the client will be required to provide their bank details or crypto wallet information to receive the refund.

Broker Change and System Management

1. Change of Broker: If a client is not satisfied with their personal broker, they can request a change. Our platform allows clients to switch brokers to better meet their trading preferences and needs.
2. System Management Adjustments: Clients can request adjustments to the trading systems and strategies to better align with their trading goals. Our team will work with the client to implement these changes.

Refund Limitations

1. Demo Accounts: Refunds are not available for trading conducted on demo accounts.
2. Inactivity: Clients who have not actively traded for at least 11 days are not eligible for refunds.
3. Profit Guarantees: Refunds based on profit guarantees are only applicable if the profits are lower than the guaranteed percentages specified for each account type.

Contact Information

For any questions or to initiate a refund request, clients can contact our customer support team: - -

- Email: support@greymaxltd.email
- Phone: +44 7451 277185
- Live Chat: Available on our platform

Our goal is to ensure that every client has a positive trading experience. We are committed to addressing any concerns and providing the necessary support to achieve your trading objectives.

Bank Details and Crypto Wallet Information

If a refund is approved, clients will need to provide us with their bank details or crypto wallet information where they are comfortable receiving the refund amount. This ensures a smooth and secure transaction process.

Note: This Refund Policy is subject to change. Clients will be notified of any amendments through our official communication channels.



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