

REFUND POLICY

退款政策

Fyexa Capital

EST. 2025

Updated on 24 March 2026 2026年3月24日更新

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1. The meanings of words and expressions that were not defined in this Policy shall follow the definitions described in the Client Agreement.
本政策中未定义的词语和表达的含义应遵循客户协议中的定义。
2. This Refund Policy ("Policy") has been provided to comply with our Anti-Money Laundering and Counter-Terrorist Financing Policy.
本退款政策（“政策”）旨在遵守我们的反洗钱和反恐融资政策。
3. This Policy governs all refunds from the Client Account to the Client's bank account. Some of the circumstances include (but are not limited to) the following:
本政策适用于从客户账户到客户银行账户的所有退款。其中一些情况（但不限于）包括：

A. The Client decided not to proceed with the Account registration after depositing funds into the Account due to technical issues arising from **Fyexa Capital** and **Fyexa Capital** has used reasonably commercial effort to resolve such issues.

由于 **Fyexa Capital** 引起的技术问题，并且 **Fyexa Capital** 已使用合理的商业努力来解决此类问题，客户决定在将资金存入账户后不继续进行账户注册；

B. The Client has a change of mind in relation to the amount of funds deposited into the Account.

客户对存入账户的资金数额改变了主意。

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4. All refunds will be made to the same source from which the funds were originally deposited. **Fyexa Capital** will not process any refunds to a third-party account. 所有退款将退回到最初存入资金的同一来源。**Fyexa Capital** 不会向第三方账户处理任何退款。
 5. Any fees or charges incurred during the refund process (e.g., bank transfer fees) shall be borne by the Client. 退款过程中产生的任何费用或支出(如银行转账费)应由客户承担。
 6. **Fyexa Capital** reserves the right to request additional documentation to verify the Client's identity and the source of funds before processing a refund. **Fyexa Capital** 保留在处理退款前要求提供额外文件以验证客户身份和资金来源的权利。
 7. All refund requests must be submitted in writing to our support team at **support@fyexacapital.com**. 所有退款申请必须以书面形式提交给我们的支持团队：**support@fyexacapital.com**。
 8. This Policy should be read in conjunction with the Client Agreement. In the event there is any inconsistency between this Policy and the Client Agreement, the Client Agreement shall prevail. 本政策应与客户协议一并阅读。本政策与客户协议不一致的，以客户协议为准。
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9. The Client acknowledges that **Fyexa Capital** reserves the right to amend or update this Policy at any time without prior notice to the Client. The amendments to the Policy shall become effective immediately and shall be legally binding on the Client upon publishing the Policy on **Fyexa Capital's** website. The Client undertakes to regularly review this Policy on the **Fyexa Capital's** website. 客户承认 **Fyexa Capital** 保留随时修改或更新本政策的权利，恕不另行通知客户。本政策的修改应立即生效，并在 **Fyexa Capital** 网站上发布本政策后对客户具有法律约束力。客户承诺定期在 **Fyexa Capital** 网站上查看本政策。
10. The official language of this Refund Policy shall be English. **Fyexa Capital** may provide this Policy in other languages for information purposes only and in the event of any inconsistency or discrepancy between the English version of this Policy and any other language version, the English version shall prevail. 本退款政策的官方语言为英语。**Fyexa Capital** 可能会以其他语言提供本政策，仅供

参考, 如果本政策的英文版本与任何其他语言版本之间存在任何不一致或差异, 以英文版本为准。

REGULATIONS: AOFA L16213/EFX 监管机构: 安儒昂离岸金融管理局 (AOFA) - 执照编号 L16213/EFX