




REFUND

 gfsfutures.com

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General Rule

Due to the nature of our business, Global Futures Services Ltd does not generally provide refunds.

Exception for Unused Deposits

A refund request may be submitted if a client has funded their account but has not executed any trades. Refund eligibility under this clause applies only if the account has not yet been classified as Dormant under the Deposit & Withdrawal Policy.

Refund Method

Approved refunds will be returned using the same method as the original deposit. Applicable fees or charges may be deducted depending on the chosen refund method.

Fraud or Policy Violations

If any abuse, fraudulent activity, or violation of company policies is detected, Global Futures Services Ltd reserves the right to reject the refund request and apply remedies in line with the Company's Terms and Conditions.

No Refunds for Trading Losses

Refunds will not be granted for any losses incurred during trading activities. Clients are reminded that Forex and CFD trading involves a high risk of loss and is not suitable for every investor.

Dormant Accounts

Accounts with no trading or funding activity for ninety (90) consecutive days will be classified as Dormant. A monthly maintenance fee of \$10 will apply. Refund requests from Dormant Accounts are subject to compliance clearance and may be restricted until the account is reactivated or closed in accordance with the Deposit & Withdrawal Policy.

Anti-Money Laundering (AML) Compliance

Refunds may be delayed or denied if the source of funds or the client's activity contradicts Anti-Money Laundering (AML) or Counter-Terrorist Financing (CTF) policies. In such cases, the Company reserves the right to freeze balances, restrict account activity, and return funds to the original payment source.

Processing Timeline

Once a valid refund or withdrawal request is approved, Global Futures Services Ltd will process it within up to three (3) business days. Timelines for receipt of funds vary depending on the payment method:

- USDT or other digital assets: Same business day.
- Bank Wire: One (1) to three (3) banking days, subject to the receiving bank.

Third-Party Payments

Refunds or withdrawals will only be processed back to the original account holder. Third-party transactions are strictly prohibited.

Canceling Your Account

Clients may cancel their account at any time without additional cost. To do so, the client must submit a withdrawal request and notify the Company of their intention to close the account. Withdrawals will be processed in accordance with the withdrawal procedure outlined above.

Contact

For all refund inquiries, clients may contact: support@gfsfutures.com.