

Refund Policy



Gates Fx



Refund Policy

Withdrawal Procedure

Withdrawal requests at GatesFX are processed by the Back Office department of the Company on a first-come, first-served basis. The standard processing time is within the next business day. GatesFX reserves the right to extend the processing time; in such cases, the Client will be notified within 1 to 2 business days via any contact method specified in their registration details.

Clients are eligible to submit a withdrawal request following full verification of their account. To initiate a withdrawal, Clients must submit a request through their Client Portal. The withdrawal request should be completed by selecting a withdrawal method from the provided list and entering all necessary details accurately.

Clients are solely responsible for the accuracy of the information provided in the withdrawal request.

For withdrawals into cryptocurrency, Clients must ensure they provide GatesFX with the correct receiving address. If an address corresponding to a third party is provided, and funds cannot be identified in the blockchain, GatesFX cannot recover the lost funds. GatesFX assumes no liability for any further refund or compensation.

Upon submission, a withdrawal request will be assigned a "Requested" status. Once the request is being processed, it will show a "Pending" status awaiting approval. Funds will be debited from the Client's account balance and credited to the designated payment method account upon completion of the transaction. The status will then change to "Processed," confirming to the Client that the withdrawal has been successfully completed.

Clients may withdraw funds only via the payment method originally used for deposits. In cases where withdrawal via the original deposit method is technically impossible, alternative payment methods will be suggested to the Client to facilitate the withdrawal.

Currently, GatesFX does not support bank card or VLoad methods for deposits. If these methods are introduced, specific procedures will apply. Bank card and VLoad methods take precedence over other withdrawal methods. If both bank card and VLoad were used for deposit, the bank card will take priority for withdrawals.

For Clients who deposited using a bank card, withdrawals will be processed back to this bank card, limited to the amount deposited. Withdrawals to bank cards take precedence over other types of withdrawal methods.

During the refund process, GatesFX reserves the right to request additional information related to the request and the chosen payment method. Clients acknowledge and accept that such requests may cause delays in processing their withdrawal.

If a Client has withdrawn up to the deposited amount via bank card, any excess amount can be withdrawn using any other previously used deposit method, if applicable. If the chosen withdrawal method is not compliant with GatesFX Terms & Conditions, the Client will be contacted for further instructions.

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If a bank card is expired, cancelled, replaced, lost, stolen, or does not support foreign payments, Clients must notify GatesFX prior to submitting a withdrawal request. An official letter from the Client's bank confirming these circumstances must accompany the withdrawal request, as all refunds are final and cannot be reversed.

GatesFX does not impose fees for deposits or withdrawals. Any fees incurred are solely charged by the Payment Service Provider, bank, or credit card company. The Company covers deposit charges and a portion of specific Payment Service Provider fees on withdrawals.

Right to Cancel a Withdrawal Request

GatesFX reserves the right to cancel a Client's withdrawal request under the following circumstances:

1. **Expired KYC Documents:** If any KYC (Know Your Customer) document is expired or nearing expiry, GatesFX will contact the Client to request updated documents. The Client must provide these within 3 days, failing which the withdrawal request will be cancelled, and funds returned to the Client's wallet.
2. **Incorrect Information:** If the Client has not provided complete or accurate withdrawal information, GatesFX will cancel the request. The Client will receive an email explaining the cancellation due to invalid or incorrect information and will be asked to resubmit the request with accurate details.
3. **Incorrect Withdrawal Method:** If the Client selects an inappropriate withdrawal method, GatesFX will notify the Client of the error and request resubmission with the correct method.

Transaction Disputes

In the event of a transaction dispute initiated against GatesFX, it will be referred to the relevant Payment Service Provider or bank for investigation. GatesFX reserves the right to provide any requested Client documentation to the investigating entity to substantiate that all services were provided.

GatesFX retains the right to withhold or deduct any disputed amount until the investigation concludes. Following a transaction dispute, GatesFX may close the Client's account on a case-by-case basis.

Acknowledgments

The Client acknowledges having read, understood, and accepted the Refund Policy, subject to potential amendments. Additional information, policies, and agreements are available on GatesFX's website (www.GatesFX.com).

- Withdrawals and refunds are processed exclusively to the original deposit source.
- GatesFX does not refund funds lost through trading.
- Withdrawals or refunds will not be processed to third-party or anonymous accounts.

For any inquiries regarding this Policy, please contact us via email at: Support@gatesfx.com.