

REFUND POLICY

1. OPO GROUP Ltd. believes in providing complete satisfaction to its clients, therefore, is transparent about the Refund & Cancellation Process. Clients can withdraw the funds from their trading account at any time. When a client submits a redemption request through the client area, OPO GROUP Ltd., shall aim to process it within one or two business days. To quicken the process, Clients are advised to ensure the details on the redemption form are correct and filled in its entirety, including the invoice, order number and the reason for requesting a refund.
2. OPO GROUP Ltd. must verify that the sender is a registered client, before processing the amount to the client's trading account, otherwise, the Company reserves the right to refund the net amount received to the remitter by the same method as it was received.
3. OPO GROUP Ltd. shall only refund the amount to the person whose name appears on the registered account. If the mentioned name is different, the client must contact OPO GROUP Ltd. Compliance Department to get the approval. If the payment has been made by credit card, the refund shall be processed to the original credit card used at the time of purchase.
4. Mistakes made by OPO GROUP Ltd. while transferring the funds shall be refunded to the Client. However, this does not apply if the client has provided wrong instructions or information to OPO GROUP Ltd., in which case, the client may have to suffer the loss.
5. OPO GROUP Ltd. is not responsible for any fees charged by other payment service providers or intermediaries. For the information on fee /changes, please contact the customer care service of OPO GROUP Ltd.

Chargebacks

1. In case of a chargeback request, the clients are liable to pay the chargeback fee or reversed payments.



Cancellation

1. OPO GROUP Ltd. follows a flexible cancellation process and considers valid cancellation requests, providing full cooperation to the clients.
2. Clients may cancel their account application at any time. To improve our services, OPO GROUP Ltd. may request a valid reason for the cancellation. OPO GROUP Ltd., may not process cancellation requests if the client has an account balance or any open positions.
3. Clients are required to redeem their funds and close all open positions before requesting for account cancellation
4. For further information regarding order cancellation, clients are requested to go through OPO GROUP Ltd. Customer Agreement.