

**EVM Prime**

**Refund Policy**

At EVM Prime we are committed to providing excellent services to our clients. We understand that there may be situations where you may seek a refund. This Refund Policy outlines the terms and conditions for requesting and processing refunds for our services.

### **1. Refund Eligibility:**

We offer refunds under the following circumstances:

- **Technical Issues:** If you experience technical issues related to our trading platform, execution of trades, or other technical aspects of our services that result in financial losses.
- **Billing Errors:** If you are charged incorrectly due to a billing error on our part.
- **Unauthorized Transactions:** If you discover unauthorized transactions on your account.
- **Service Not Provided:** If we fail to provide the services you have paid for, as described in our agreement or terms of service.

### **2. How to Request a Refund:**

To request a refund, you must contact our customer support team within 2 days of the issue or incident that warrants a refund. You can reach our support team at [clientsupport@evmprime.com](mailto:clientsupport@evmprime.com). Please provide the following information when making your request:

- Your full name and account details.
- A description of the issue or incident that justifies the refund.
- Any supporting documentation, such as transaction records or screenshots.

### **3. Refund Process:**

Once we receive your refund request, we will review the information provided and investigate the circumstances. We may request additional information or documentation if necessary.

Based on our investigation, we will determine whether the refund is justified and the appropriate refund amount. Refunds will typically be processed within 15 business days.

### **4. Refund Methods:**

Refunds will be issued through the same payment method used for the original transaction. If a refund is not possible through the original payment method, we will work with you to determine an alternative method.

### **5. Non-Refundable Items:**

Please note that certain fees or charges, such as spreads, commissions, or overnight financing costs, are not refundable.

### **6. Changes to the Refund Policy:**

We reserve the right to amend this Refund Policy at any time without prior notice. Changes will be effective immediately upon posting on our website. It is your responsibility to review this policy periodically for updates.

## 7. Contact Us:

If you have any questions or concerns about our refund policy, please contact our customer support team at [clientsupport@evmprime.com](mailto:clientsupport@evmprime.com).