Refund
Procedure

VLOM LTD.

Refund Procedure

The Refund Procedure is imposed to establish orderly method when you request or file for a refund for deposits you have made to you trading account with Vlom.

All refund requests are subject to our approval and will be reviewed by our relevant department accordingly. You acknowledge and accept that you have read and understood our official Terms and Conditions and other provided legal documentations upon your refund request. We reserve the right, in our sole discretion, to reject or cancel any refund request if such was made with unseemly intentions or if it contradicts with any of our Terms and Conditions or other agreement.

You must also ensure that you do not have any ongoing or unresolved conflict in connection with our Terms and Conditions and with other contracts or agreements between you and the Company. Any refund request with an account that has a record of suspension or restriction due to violating our Terms and Conditions will be rejected automatically.

In compliance with the general conditions of our affiliated banks and payment service providers ("PSPs"), your refund transactions will be processed through the same method you used to deposit.

If the fund was processed through credit card, we can only refund it in the same or fewer amount. If the payment method you have used becomes temporarily or permanently unavailable, we will offer a different available method appropriate for your transaction.

We do not charge any fee for financial transactions including refunds, wherein you are responsible for settling any additional cost or charges from third-party banks or payment processors.

You acknowledge and agree that all refund requests are processed within 7 business days, and if such refund request is approved and processed successfully, you can expect to receive it up to 30 business days.

You understand and agree that you must provide all necessary information with correct and accurate details that we require upon your refund request.