



**REFUND POLICY AND CANCELLATION
POLICY OF IMS MARKETS**

Refund Policy and Cancellation Policy of IMS MARKETS

Initial Merit Secure Ltd formerly known as Nextrade Worldwide Ltd (hereinafter the “Company”), is authorized and regulated by the Cyprus Securities and Exchange Commission in Cyprus (License Number: 229/14).

A refund request can be processed only in the cases in which the account has been deposited, but no orders were executed by the Client. The Client must justify the reason of doing this. In this case the same method of payment used for the deposit will be used for the refund. The refund will be for the full amount, less any applicable fees or dues including but not limited to wire fees.

Refunds and all funding requests will be treated as **withdrawals** and can be processed using those methods and procedures as described in the **Terms and Conditions of Business** and the **Deposits and Withdrawals Policy**.

The Company will not refund funds lost in trading.

The Company will proceed with the refund of Client funds upon receipt of the request on the same day as the request is made or the next working day if the Client's request is received outside normal working hours.

All refunds requests are processed by the Back Office Department however the time required for the funds to be transferred will depend on the payment method used.

The Company has the right during the refund process, to request any additional information related to the request and the payment method. The Client understands and accepts that under such circumstances there may be a delay in processing the request.

For any questions about this Policy, do not hesitate to contact us by email at: info@imsmarkets.com