

Withdrawal & Refund Policy

Introduction

This Withdrawal and Refund Policy outlines the procedures and conditions under which clients of Aktien Network ("the Company") may withdraw funds from their trading accounts. By accepting the Terms and Conditions during the account registration process, you confirm that you have read, understood, and agree to comply with the provisions stated herein.

Withdrawals

Clients may initiate a withdrawal request through a written submission or via the client portal. Only funds that are not required for maintaining open positions or fulfilling outstanding obligations to the Company are eligible for withdrawal.

The Company will process withdrawal requests within a maximum of seven (7) business days from the date of receipt. However, all withdrawals are subject to the following conditions:

- Compliance with all applicable laws, including those related to anti-money laundering, tax obligations, and foreign currency regulations.
- The Client must provide complete identification documentation as required by the Company.
- The Client must not be in violation of any terms outlined in this Agreement.
- The Client must sign any deposit confirmation requested by the Company.

Withdrawals are only allowed in the same currency originally deposited by the Client, provided that the Company supports that currency for account transactions.

Client accounts may contain bonuses, incentives, or other funds not directly deposited by the Client or earned through trading with deposited funds ("Non-Deposited Funds"). Unless explicitly agreed otherwise, Non-Deposited Funds are not eligible for immediate withdrawal. Due to technical constraints, these funds may be credited to the Client's account in certain situations, such as for closing positions or covering outstanding balances. Importantly, Non-Deposited Funds and any profits derived from them remain the property of the Company. If the withdrawal of Non-Deposited Funds is authorized, the Company reserves the right to reclaim such funds at any time.

Refunds

Clients may request a refund after making a deposit into their trading accounts.

If the Client has entered into any additional agreements, such as a Bonus Agreement, they must first fulfill the terms and conditions of that agreement before requesting a refund.

Upon approving a refund request, the Company will terminate the business relationship as stipulated in the Terms and Conditions, close all open positions, and refund the remaining balance.

Refunds are issued solely at the Company's discretion and will be processed using the original payment method. Refund amounts cannot exceed the total amount of the Client's original deposit.

Malfunction

Clients should be aware that online payment systems may experience failures, delays, or disruptions, which could result in the loss of funds or transfer delays. Clients are responsible for maintaining their own systems and ensuring they are updated and free of malware. The Company strongly advises Clients to install reputable antivirus software and routinely check their systems for security threats.

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The Company is not responsible for any delays, malfunctions, or outages of payment systems or other technical systems operated by third parties, nor for any consequences resulting from such failures or disruptions.