

Return & Refund Policy



The Policy of Return of Money was developed for the purpose of reducing financial and legal risks of the company, observance of the principles of the Policy of counteraction of money-laundering and forgery of financing terrorist activity.

Due to the essence of business, this refund policy is to reinstate that a refund request can only be made in cases in which the account had been deposited into, but no orders were executed by the client.

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. CMS PRIME is not responsible for any fees charged by intermediaries and other payment services providers including but not limited to foreign exchange rate fees, wire transfer fees and any other administrative fees.

In case of detecting any abuses or fraudulent activities against the company policy, CMS PRIME reserves the right to decide about the claimed refund based on the terms and conditions of the company. The company also has the right to unilaterally block an entrance to the private profile, suspend the trade activity on accounts, cancel the demand for input-output, or to return money if the source of money or activity of the client contradicts the Policy of money laundering and financing of terrorism. In the event that the company classifies activity of the client as inappropriate or contradicting the usual purpose of use of company services where there is direct, or indirect, illegal, or unfair intention, the company reserves the right to work within this document, without informing the client beforehand.

CMS PRIME will not provide refunds for those clients' losses due to any reasons.

All other funding requests will be treated as WITHDRAWALS and will be processed using those methods and procedures as described on our website.

The company does not accept input and withdrawal by third parties of money from the customer account. Input and output of money from the account can be carried out only by the owner of that particular account. Once a withdrawal request is submitted, it can



Trading in Forex/CFD's involves significant risk and may not be suitable for all investors. Trading in the financial markets may lead to a loss of some or all of your original investment and as such you should not invest money that you cannot afford to lose. Trading on Margin/ Leverage can work against you as well as for you. You should be fully aware of all risks involved in trading and should seek professional advice from an independent financial advisor if you have any doubts.

take CMS PRIME up to three business days to process the request. Once the request has been approved, please allow an additional 3-5 business days for the funds to show in your account. It is understood that should the Client provide wrong instructions for a transfer; the Company may be unable to correct the mistake and the Client may have to suffer the loss.

Cancellation

Customers may cancel their account application at any time. There is no additional cost if you would like to cancel your account. CMS PRIME may request a reason for the client's cancellation decision in an effort to improve the services given to customers. CMS PRIME may not cancel any accounts which have an account balance or open positions. Customers are required to redeem the funds and close current open positions before the account is cancelled.

