

REFUND POLICY

- 1.** When a Client concludes Customer agreement with the Company, he hereby agrees on the terms of the present policy and acknowledges all the information contained herein as well as in other documents present on the website.
- 2.** If the Company receives chargeback of funds for any transaction, it has the right to freeze the whole amount of current balance of a Client and resend the funds back to the trading account after all the fees and commissions have been charged.
- 3.** In cases of suspicion as to the origin of funds and/or nature of the financial activity of a Client and/or his personality being contrary to Anti-Money Laundering policy of the Company, it reserves the right to unilaterally, immediately after giving a notice to the Client, deny deposit/withdrawal of funds to/from accounts registered within the trading systems of the Company, freeze current assets and return to the sender. The Company will also be obliged to notify relevant governmental authorities about the suspicion, and disclose the personal data of the Client, upon the request from government authorities.
- 4.** In order to secure the funds of a Client, the Company will block deposit/withdrawals to/from Client/s account made by third parties. A Client shall be informed, that deposits/withdrawals of funds can be made exclusively by the owner of the account.
- 5.** If during our business relationship with a Client the Company determines any of his/her activities are contrary to the purpose of the service, and/or notices any illegal or unfair action, or intent of such action, conducted in bad faith, the Company has the right to terminate his/her account and transfer the money after deductions if any back to source.
- 6.** If the Client performs a misspent payment, contact the Company via support@nbhm.eu. The issue will be addressed by the support team.
- 7.** Upon termination of the Customer Agreement whether by the Customer or the Company, all amounts payable by the Customer to the Company will become immediately due and payable including (but without limitation):
 - a.** all outstanding fees, charges and commissions;
 - b.** any dealing expenses incurred by terminating this Agreement and charges incurred for transferring the Customer's investments to another investment firm; and
 - c.** any losses and expenses realized in closing out any Transactions or settling or concluding outstanding obligations incurred by the Company on the Customer's behalf.

For further information, please visit our [Customer Agreement](#).