

Customer Refund Policy

At EMEX DWC LLC, we are committed to ensuring the satisfaction of our customers while adhering to regulatory compliance and financial security measures.

Our refund policy is designed to provide clear and concise guidelines regarding the withdrawal of funds from customer accounts.

Please review the following terms carefully:

1. Refunds will be processed using the same payment method as the original deposit. For instance, if a payment was made with a credit card, the refund will be issued to that same credit card.
2. We do not provide cash refunds. Please contact customer support for alternatives.
3. Customers wishing to withdraw all funds from their account must ensure there are no orders in progress and all dues are settled.