

Vestrado Refund Policy

Last Updated: 28/05/2025

At Vestrado, we prioritize client satisfaction, security, and transparency. This Refund Policy outlines the terms under which refunds may be provided, and serves as a safeguard against fraudulent chargeback claims. By using our services, you agree to this policy.

1. General Refund Terms

All deposits made to trading accounts are considered final and non-refundable, except as expressly stated in this policy.

A refund may only be considered in the event of proven technical error, duplicate payment, or unauthorized transaction that is not attributable to the client's own actions or negligence.

2. Conditions for Refund Eligibility

Refunds will only be considered under the following conditions:

- Duplicate Transaction: The same deposit amount was charged more than once due to a system error.
- Unprocessed Deposit: Funds were deducted from your payment method but not credited to your trading account.
- Fraudulent Use of Card (Proven): You provide legal documentation (e.g. police report, bank letter) that your card was used without your consent.
- Technical/System Error: A confirmed issue on our side caused unintended deduction or misplacement of funds.

Refunds will not be issued in the following cases:

- *Losses due to trading activity or market conditions*
- *Client changed mind after funding account*



- *Attempted withdrawal of bonus or promotional credit*
- *Incomplete verification or misuse of the platform*
- *Any deposit used to open trades, partially or fully*

3. Refund Request Procedure

To request a refund, you must:

- Submit a written request to finance@vestrado.com within 7 days of the transaction.
- Provide your full name, trading account number, transaction ID, amount, date, and reason for the refund.
- Submit any supporting evidence, including screenshots or bank/card statements.
- We aim to process all refund requests within 7–14 business days, subject to verification and internal review.

4. Investigation and Documentation

We reserve the right to:

- Request additional documents including photo ID, proof of transaction, and a signed refund request form.
- Reject any refund request if we suspect abuse, fraud, or violation of our Terms of Service.
- Report fraudulent chargeback attempts to relevant authorities and blacklist users from future access.


5. Chargeback Policy

Initiating a chargeback without following our refund process is a violation of our terms and may result in:

- Immediate account suspension or termination
- Forfeiture of any remaining balance, bonuses, or profits
- Legal action and reporting to anti-fraud databases
- Blacklisting of client details across payment processors and financial institutions

6. Contact Information

If you have questions about this policy or wish to submit a refund request:

 Email: finance@vestrado.com

 Website: www.vestrado.com

Important: By registering and making a deposit, you acknowledge that you have read, understood, and agreed to our **Terms & Conditions, Risk Disclosure, and this Refund Policy.**