



# REFUND POLICY

Updated on 1 January 2024



[www.ausglobaluk.com](http://www.ausglobaluk.com)



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1. The meanings of words and expressions that were not defined in this Policy shall follow the definitions described in the Client Agreement.
2. This Refund Policy ("Policy") has been provided to comply with our Anti-Money Laundering and Counter-Terrorist Financing Policy.
3. This Policy governs all refunds from the Client Account to the Client's bank account. Some of the circumstances include (but are not limited to) the following:
  - A. the Client decided not to proceed with the Account registration after depositing funds into the Account due to technical issues arising from AUS GLOBAL and AUS GLOBAL has used reasonably commercial effort to resolve such issues.
  - B. the Client has a change of mind in relation to the amount of funds deposited.
  - C. after depositing funds into the Account:
    - i. AUS GLOBAL has reasonable grounds to believe that the source of the funds is illegal.
    - ii. AUS GLOBAL has reasonable grounds to believe that the Client has breached any Applicable Statutes and Regulations, the Anti-Money Laundering and Counter-Terrorism Financing Policy or material terms and conditions of the Client Agreement.
  - D. AUS GLOBAL has given the Client notice to terminate the Client Agreement.
  - E. AUS GLOBAL has updated our prohibited country list and the Client's nationality falls under AUS GLOBAL's prohibited country list.
  - F. AUS GLOBAL has reasonable grounds to believe that the deposit of funds into the Account is unauthorized or fraudulent.
  - G. the Account has been inactive for 2 years.
4. In the event any of the circumstances described in Clause 4 arise, AUS GLOBAL reserves our right to refund part or all the funds deposited, as AUS GLOBAL deems fit, in the same currency as the deposit, into the original method of deposit.
5. In cases where funds are deposited using a credit card, the Client undertakes not to request the bank to refund the funds deposited if the deposited funds are reflected in the Account. The Client acknowledges that committing such an act may result in immediate termination in accordance with Clause 16 of the Client Agreement.

6. The Client shall bear all the bank fees and administrative charges in relation to the refunds mentioned in this Policy.
7. AUS GLOBAL shall not be liable for any loss or damage as a result of incorrect or incomplete information provided by the Client.
8. This Policy shall be read in conjunction with the Client Agreement. In the event there is any inconsistency between this Policy and the Client Agreement, the Client Agreement shall prevail.
9. The Client acknowledges that AUS GLOBAL reserves the right to amend or update this Policy at any time without prior notice to the Client. The amendments to the Policy shall become effective immediately and shall be legally binding on the Client upon publishing the Policy on AUS GLOBAL's website. The Client undertakes to regularly review this Policy on the AUS GLOBAL's website.
10. The official language of this Refund Policy shall be English. AUS GLOBAL may provide this Policy in other languages for information purposes only and in the event of any inconsistency or discrepancy between the English version of this Policy and any other language version, the English version shall prevail.

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