

## **REFUND POLICY**

The refund policy for all payments made or fees paid towards account opening or availing of any other services from Hindustan Tradecom Pvt. Ltd. shall be as follows:

### ***Account Opening Fees:***

The fees paid for account opening charges for equities, commodities, and/or a demat account are non-refundable. However, if your account has not been opened by Hindustan Tradecom Pvt. Ltd. within ten days from the date of submitting all necessary documents and authorizations, you may request a full refund of the account opening charges paid.

### ***Payments made for margins and/or settlement of purchase transactions:***

We have developed our trading platform keeping you into focus and the trading platform is accessed through opening a Trading and Demat Account. Once your Trading and Demat account is opened any payments made thereafter for margins and/or settlement of purchase transactions will be credited towards your ledger account and to withdraw any amount from such ledger account you may place withdrawal request through the App or the Web. All withdrawal requests are processed based on risk management policy & regulatory guidelines of SEBI, stock exchanges, Depository & Clearing Corporations as applicable from time to time. You may also place a offline withdrawal request with our support team.

Clients understand that completion of all withdrawal procedures initiated is subject to fulfillment by the relevant third party agencies including banks and payment gateways. All withdrawal would be credited in customer account within 7-10 working days after acceptance of withdrawal request.

## **CANCELLATION POLICY**

Clients' orders are placed with relevant stock exchanges/depository as instructed by clients. Cancellation or modification of an order pursuant to a Client's request to that effect are subject to risk management policy & regulatory guidelines of SEBI, stock exchanges, Depository & Clearing Corporations as applicable from time to time. The order can be cancelled or modified only if the Client's request for cancellation or modification is received by the Exchange before it is executed.