



# TENDA INDEX LIMITED

Access World's Largest Forex Market with Tenda Index

---

## REFUND POLICY



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



[support@tendaindex.com](mailto:support@tendaindex.com)



Unit 100, 25-29 Clements Road, Ilford, London IG1 1BH,  
United Kingdom.

## **AboutUs**

The trading name Tenda Index Limited (Tenda Index), its logo, trademark and website [www.tendaindex.com](http://www.tendaindex.com) belong to Tenda Index Limited (referred as the “Company”), is incorporated under the laws of England & Wales (Company Registration Number 12871467) having its registered office at Unit 100, 25-29 Clements Road, Ilford, London IG1 1BH, United Kingdom.

Unless stated otherwise, all terms included in our Terms and Conditions shall have the meaning given to them herein. Where the context requires, words importing singular shall include plural and vice versa. Words importing masculine shall include feminine and vice versa.

## **Refund**

1. Due to the essence of business, this Refund Policy is published to inform you that the company does not provide any refunds.
2. The only exception is made if a client funds his / her account and does not trade, he/ she is allowed to send a refund request.
3. The company will refund any funds with the same method of deposited payment. There are fees which will be deducted according to the refund’s method.
4. In case any abuses or fraudulent activities against the company policy is detected, Tenda Index Limited reserves the right to decide about the claimed refund based on the Terms and Conditions of the company.
5. Tenda Index Limited will not provide refunds for clients’ losses due to any reasons.

In Tenda Index Limited, we are willing to go the extra mile to ensure satisfaction as customer satisfaction is always our main concern. Due to significant risk of loss with Forex investment, not every investor is suitable to trade Forex. With Tenda Index Limited, a refund request is possible when the account had been deposited into, but no orders were executed by the client. Our Refund Policy was developed for the purpose of

reducing financial and legal risks of the company, observance of the principles of counter-acting against money-laundering and financing terrorist activities.

The company has the right to unilaterally refuse access to the private profile, suspend trading activity on accounts, cancel the demand for input-output, or to return money if the source of money or activity of the client contradicts the Policy of anti-money laundering and financing of terrorism.

The company doesn't cancel the realized commercial transactions, and therefore reserves the right to return money to the sender, if within 1 (ONE) month from the moment of replenishment, activity wasn't recorded on trading accounts. For inquiries about commercial transactions, please write to: [support@tendaindex.com](mailto:support@tendaindex.com)

The company reserves the right for certain objective reasons, and in case the need to make return of money arises, funds will be received through all payment systems, including credit / debit cards. Thus, the return of money will be executed on electronic platforms, and the bank details which the client used at input of money is where the transaction will take place.

In the event that the company classifies any activity (trading or funding) of the client as inappropriate or contradicting the usual purpose of use of company services where there is direct, or indirect, illegal, or unfair intention, the company reserves the right to work within this document, without informing the client beforehand.

Upon replenishing the trading account by cash or card, the client is required not to submit the application for confirmation of the payment which is already enlisted into the trading account to the bank, or to supplier of the credit / debit cash card, both in time, and after completion of use of company services. Nevertheless, if the company receives a payment comment according to the transaction, we reserve the right to refuse access to the private profile, and freeze the current balance of the client, as well as send money back to personal account of the client, following the payment of all services and commissions.

The company will take all necessary measures to prevent and refuse both input and withdrawal by third parties of money from the customer account. Input and output of money from the account can be carried out only by the owner of that particular account. For inquiries about refunds, please write to: [support@tendaindex.com](mailto:support@tendaindex.com)

Once a withdrawal request is submitted, it can take Tenda Index Limited up to three business days to process the request. Once the request has been approved, please allow an additional 3 to 5 business days for the funds to show in your account.

### **Cancelling your account**

There is no additional cost if you would like to cancel your account, just place a withdrawal request, and inform us about your desire to close your account. Withdrawals will be processed as per the withdrawal procedure outlined above.