Rocktrading Ltd

Deposit and withdrawal procedures

The Client acknowledges and agrees to Rocktrading's procedures for depositing and withdrawing funds from the accounts set forth below:

(i) Withdrawal Orders: Providing any documentation that may be required from time to time under applicable anti-money laundering regulations, by credit card companies, or by Rocktrading is a mandatory requirement prior to the execution of a withdrawal order.

(ii) The Client acknowledges that withdrawals may take longer than expected for various reasons, some of which are within Rocktrading's control and others which are not.

(iii) Credit card deposits may, in accordance with the applicable credit card regulations, be refunded to the same credit card when a withdrawal is made. If the initial deposits were made by credit card, a withdrawal to a bank account may be processed either to the credit card or to the bank account, at Rocktrading's discretion. Withdrawals to a bank account may take longer due to additional security procedures.

(iv) Credit Card Deposit Variations: When the account currency selected is different from USD, the Client's credit card may be charged amounts that, due to exchange rates and credit card company fees, may vary slightly from the original amount deposited by the Client in the account's base currency. The Client accepts that such variations may occur and hereby confirms that they will not dispute or seek to recover such difference.

(v) When depositing funds by bank transfer, in compliance with anti-money laundering requirements, the Client must use a bank account located in their country of residence and held in their own name. Any withdrawal of funds from the Client's Rocktrading account to a bank account may only be credited to the same bank account from which the funds were originally deposited.

(vi) Alternative Payment Methods (online payment services, money transfer services, etc.): When funds are deposited using a method other than credit cards and/or banks, the Client agrees to be bound by the rules and regulations of such service, including, but not limited to, applicable fees and other restrictions. Rocktrading, at its sole discretion, may process withdrawals through a channel different from the one used for the original deposit, in accordance with applicable anti-money laundering regulations.