

REFUND POLICY

AAAFx will issue a refund to a client for losses caused by Platform Errors, if the client provides timely notice of the error to AAAFx as described below. A Platform Error occurs if a trading request that should have been accepted according to Platform settings, was rejected by the Platform.

In order to receive a refund of losses caused by Platform Errors, you must notify AAAFx in writing of your potential claim. You must deliver the written notice to AAAFx as soon as you knew, or should have known, of the Platform Error, but in any event, no later than twenty-four hours after receiving the daily statement that includes the trade in question. If AAAFx does not receive such notice from you within the aforementioned time frame, it will not be liable for any losses resulting from the Platform Error.

If AAAFx confirms that a Platform Error occurred with respect to your account, and you provided the required notice to AAAFx within twenty-four hours, you will receive a refund of your losses caused by the Platform Error. AAAFx processes all Refunds requests within 20 days following the acknowledgment of the receipt of the Refund request.

You are required to review your Account statements and monitor your Account status at least daily to ensure that your trades were properly placed.

Except as expressly provided by this refund policy, neither AAAFx, nor our officers, principals, employees or agents shall be liable to any person for any losses, damages, costs or expenses (including, but not limited to, loss of profits, loss of use, direct, indirect, incidental or consequential damages) resulting from any errors in the AAAFx Platform.