



# REFUND POLICY

(UPDATED 14 MAY 2020)

## Refund Statement

Due to the nature of our business no refunds are issued by StormGain LLC.

The only exception is made if you are not the User of StormGain LLC, i.e. if you do not hold a verified account with StormGain LLC. In this case only, the Company will refund any funds received from you using the same method originally used by you to fund the account. Refunds to third parties are not allowed and the Company reserves the right to request additional information before a refund may be made.

Without detracting from the provisions above, it is expressly stipulated that you are free to use our normal withdrawal procedure to get Funds from your account. Information about the various methods of withdrawal provided by the Company and the withdrawal procedure is available on our Platform.

**If you have any questions, you can always contact us by sending us an e-mail or submitting a request through the “Contact Us” form on our website.**

