

Return and Refund Policy

The client shall accomplish a refund application and select their desired refund method from the available list on their client's dashboard.

The client acknowledges and agrees that all information he provided in the refund form are true and correct. In case of discrepancies in the information provided, the client acknowledges that might affect the refund process time frame.

If the refund request was submitted successfully, it will be marked as "Requested" and once it's in review, it will be on "In process" status, which will result to the requested amount of refund to be removed from the client's balance. A "Processed" status shall mean that the funds are successfully transferred to the payment wallet system.

Please take note that the company can only release the funds using the same method the client have it deposited and only in the method that bears the same, client personal details. In an event that this is not possible, the company will be choosing the method of the refund, provided it bears the client's same details and would be under client's own accountability.

If a client deposited thru a bank card, refunds shall also be made via the same card unless the requested refund amount exceeds the total amount deposited within the ninety (90) calendar days from the last deposit. Bank card refunds shall be the primary method of refunds.

refunds may take 1-3 business days to be completed. In case of delays in refund due to discrepancies and unexpected circumstances, the company will not be held accountable for such delays, but will accordingly notify the client via their registered contact information.



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