

Refund and Cancellation Policy

When and how a payment can be cancelled or refunded.

1. Deposits are not purchases

A deposit funds a trading account; it is not payment for goods or services. Funds remain yours and can be withdrawn under the Client Agreement. Trading losses are not refundable.

2. Cancelling a deposit request

A deposit request that is still pending in the client area can be cancelled by you at any time from the payment history. A card payment that has already been authorised cannot be cancelled; withdraw the funds instead.

3. Refunds of unused deposits

Funds that have not been used for trading are returned on request as a withdrawal to the original payment method, after verification, within the published processing times. Where the original method is no longer available we agree an alternative method in your name.

4. Erroneous or duplicate payments

If you deposit by mistake or twice, contact support immediately with the payment reference. The Company returns the amount to the originating method once it has been received and matched, less any third-party charges.

5. Chargebacks

Raising a card chargeback instead of using the withdrawal process is a breach of the Client Agreement. The Company contests unjustified chargebacks with evidence of your deposit, acceptance of the Legal Documents and trading history, and may suspend the account while the dispute is open.

6. Bonuses and credits

Promotional credit is governed by the Bonus Terms & Conditions. Credit is not refundable and is removed when a withdrawal is requested, in accordance with those terms.

This document forms part of the Legal Documents of Zerventa. The current version is always the one published at </legal> on the website. CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.