

Refund & Withdrawal Policy

Last Updated: 2025

This Refund & Withdrawal Policy explains how clients of Seventh Key Investments (“we”, “us”, “our”) may request withdrawals, how funds are processed, and under what circumstances refunds may be issued.

By opening an account or using our services, you agree to this policy.

1. General Policy

Seventh Key Investments provides forex trading services and does not sell physical products. Deposits made to your trading account are used for trading purposes only and are **not** considered retail purchases. Therefore, traditional consumer refund laws do not apply.

2. Deposits

All deposits must be made from an account or payment method registered in the client’s own name.

We do not accept third-party payments.

If a deposit is made in error, please notify us immediately at support@seventhkeyinvestments.com.

3. Withdrawals

Clients may request withdrawals of available account balances at any time, subject to:

- **Identity Verification (KYC)**
All clients must complete full verification before withdrawals can be processed.
- **Payment Method Match**
Funds can only be withdrawn to the **same account or method** used for the original deposit, in accordance with anti-money-laundering (AML) laws.

- **Sufficient Free Balance**

Open trades, margin requirements, or outstanding fees may affect the amount available for withdrawal.

4. Withdrawal Processing Times

We aim to process withdrawal requests within **1–3 business days**, excluding weekends and public holidays.

Processing times may vary depending on:

- Verification status
- Payment provider delays
- Additional compliance checks
- Banking or network processing times

We are not responsible for delays caused by banks or third-party processors.

5. Refunds

Refunds may only be issued under **specific circumstances**, including:

- Duplicate or accidental deposits
- Technical errors causing an incorrect charge
- Situations required by law or regulatory guidelines

Refunds can only be returned to the **original funding source**, in compliance with AML regulations.

Refunds **cannot** be issued for trading losses, market fluctuations, or poor trading outcomes.

6. Anti-Money-Laundering (AML) Compliance

To protect clients and comply with South African regulations, we may require:

- Proof of identity

- Proof of address
- Verification of payment method
- Additional documentation for large or unusual transactions

Withdrawal or refund requests may be paused until compliance checks are completed.

7. Fees

Depending on the payment method, your bank or payment provider may charge:

- Transfer fees
- Currency conversion fees
- Intermediary bank fees
- Processing charges

These external fees are the responsibility of the client.

Seventh Key Investments does not control third-party fees.

8. Account Closure

Before closing an account, clients must:

- Close all open trades
- Ensure a positive, withdrawable balance
- Complete all verification requirements

Any remaining balance will be returned to the original payment method.

9. Contact Information

For refund or withdrawal inquiries, please contact:

Email: support@seventhkeyinvestments.com

Phone: +27 84 494 4456

Address: 14 Trinity Street, Bloubergstrand, Cape Town, South Africa