

Refund Policy

CAPFINEX.iD trading platform is available for download and is fully functional.

Our support staff are available to assist in installation and configuration via email or online chat. We strongly recommend that all customers download, install, and test the CAPFINEX.iD platform with Free Trial license prior to getting the paid one.

Once you spend your internal balance money on purchasing any of CAPFINEX.iD License - we gain the right not to refund your money. Either way, you may ask info@capfinex.com to refund your money and we will consider your request.

Refund Procedure

In order to claim for refund each CAPFINEX.iD user should follow the next rules:

- Within ten (10) calendar days since the moment of the CAPFINEX.iD Community balance depositing you should send a Refund request to info@capfinex.com.
- Your request should contain a reasonable explanation why you are applying for a refund and preferred way of refund.
- We will review your request within 3 working days after receipt.
- After your request is approved, the money will be returned to you within twenty (20) calendar days.

We do not provide refunds for purchasing of any of CAPFINEX.iD license. The fact of any license purchasing after the CAPFINEX.iD Community balance depositing implies that you agree with the above conditions and accept the absence of such refunds.

Acceptance of this Policy

It is your responsibility to familiarize yourself with this refund policy. By placing an order for CAPFINEX.iD platform, you indicate that you have read this refund policy and that you agree with and fully accept the terms of this refund policy. If you do not agree with or partially agree with the terms of this refund policy, please cancel your purchasing process.

Please CONTACT US should you have any questions regarding our refund policy.