



Refund and Cancellation Policy

Version 1.0

Last Update: 17 March 2022

Sanus Financial Services (Pty) Ltd (hereinafter, the “**Company**”) is a South African financial services provider, licensed and regulated by the Financial Sector Conduct Authority (“**FSCA**”) with FSP No 51523; and registered under the Laws of the Republic of South Africa with Registration Number 2020/659426/07.

The Company’s registered office is at 17 Midas Avenue, Olympus, Pretoria, Gauteng 0081

A refund request can be processed only in the case where funds have been deposited into the account, **but no orders were executed by the Client.**

The Client must provide a reason for the refund request. In this case, the same method of payment used for the deposit will be used for the refund. The refund will be for the full amount, less any applicable fees or dues, including but not limited to wire fees.

Refunds and all funding requests will be treated as withdrawals and can be processed using those methods and procedures as described in the Terms and Conditions.

THE COMPANY WILL NOT REFUND FUNDS LOST IN TRADING.

The Company will proceed with the refund of Client funds upon receipt of the request on the same day as the request is made; or the next working day, if the Client’s request is received outside the normal working hours.

NO REFUNDS REQUESTS WILL BE PROCESSED AS WITHDRAWALS / REFUNDS TO ANY OTHER, THIRD PARTY OR ANONYMOUS ACCOUNT.

The Company will process withdrawals and refunds back to the source of the original deposit. All Client refunds will be processed in the currency in which the deposit was originally made. The Company has the right during the refund process, to request any additional information related to the request and the payment method. The Client understands and accepts that, under such circumstances, there may be a delay in processing the request.

For any questions about this Policy, please do not hesitate to contact us by email at: compliance@wgmservices.com / nic.l@sanusfinancial.com