Refund and Cancellation Policy

Orax Capital Markets Ltd, an International Business Company incorporated in Saint Lucia under No. 2026-00699. Registered address: Unit 1, La Place Creole Building, Rodney Bay, Gros-Islet, Saint Lucia, LC01 101. Website: https://www.oraxbroker.com. Contact: support@oraxbroker.com.
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1. Nature of our services

Deposits fund your trading account. Funds you deposit are not payment for a product, and trading results (gains and losses) cannot be refunded or reversed.

2. Withdrawing unused funds

You can request a withdrawal of your available balance at any time from your client area, once your identity has been verified. Funds are returned to the original payment method up to the amount deposited, and any remainder to an account in your name. We process requests within 1 to 3 business days; the payment provider may take up to 10 business days more.

3. Cancelling a deposit

If you made a deposit by mistake and have not traded with it, contact support@oraxbroker.com within 14 days. After verification we return it to the same payment method, less any non-refundable fees charged by the payment provider.

4. Erroneous or duplicate charges

If you were charged twice or the wrong amount, contact us and we will refund the excess once confirmed.

5. Chargebacks

Please contact us before raising a chargeback. Chargebacks opened for trading losses or for funds already withdrawn may be disputed with evidence, and the account may be suspended while the case is open.

6. Cancelling the account

You may close your account at any time. Any available balance is returned under section 2.

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