

REFUND POLICY

General Refund Conditions

This Refund Policy is subject to change by STE Capital and in the event of any amendments, STE Capital shall make a suitable announcement on the Website. The changes will apply immediately.

If Partner do not wish to accept the revised policy, Partner should not continue to use the Services. If Partner continue to use the Services after the date on which the change comes into effect, Partner use of the Services indicates Partner agreement to be bound by the new Refund Policy.

The fee collected by STE Capital (service fee, and optional service fees) shall be refundable only if Partner have paid for the service. Partners may request a refund following the Refund Eligibility Criteria.

All excess payments done by Partner towards service fees and optional services fees will be refunded in full to Partner and there will be no exception to such refunds.

In case STE Capital has overcharged Partner for any Service fees, then any such excess amount will be duly refunded. All the above will form part of the terms of use of the service and will be available to Partner at the time of making payment for services.

We endeavour to provide you with an answer or resolution to your complaint within the timeframes as outlined by the European Union (Payment Services) Regulations 2018 and at the latest within 15 business days. Should this not be possible due to unforeseen circumstances or lack of information, we will contact you requesting further information on the complaint. In any event, we will send a final reply to you, addressing all points raised in your complaint, at the latest within 35 business days of receipt of the complaint. In order to fill the complaint, kindly get in touch with the Support by the email, stated on the home page of the website.