Refund Policy

The Company's Client has the right to withdraw from the contract without giving a reason within 14 days of its execution (for details on the time of execution of the agreement). Please note that if the client starts performing demo-trades before the expiry of the specified time limit, he/she will lose his/her rights to withdraw from the contract.

A notification of the withdrawal from the contract must be sent to the Company's email address (support@assetimperial.com) within the specified time limit. The Company will confirm the receipt ofthe withdrawal notification to the Client in the text form without an undue delay. If the Client withdraws from the contract, the Company will refund him/her without an undue delay (no later than 14 days after the withdrawal from the contract) with all the fees that the Company has received from the Client, in the same way he/she has paid them.

The Provider is entitled to immediately withdraw from the contract in case of any breach by the Client.

Defective Performance

If provided services have not corresponded to what has been declared in the agreement or have not been provided to the Client at all, he/she can exercise his/her rights towards a defective performance. The Provider does not give any guarantees for the quality of the service. The Client must notify the Company of the defect without an undue delay at the email address mentioned above or at the address listed in clause. When exercising the right towards a defective performance, the Client can request the Company to remedy the defect or provide with a reasonable discount. If the defect cannot be remedied, the Client can withdraw from the contract or claim for a reasonable discount.

The Company will try to resolve any complaint that the Client may lodge as soon as possible (no later than within 30 calendar days) and the Company will confirm its receipt and settlement to the Client in writing. If the Company does not settle the complaint in a timely manner, the Client can exercise the right to withdraw from the contract. The Client can file a complaint by sending an email to the following email address: support@assetimperial.com.

The fee is paid for allowing the Client to access Asset Imperial or services provided under Asset Imperial. The Client can not be entitled to a refund for the fee, for example, if the Client cancels the Client Section or requests the cancellation by email; if the Client terminates the use of services prematurely (for example, fails to complete Asset Imperial verification); fails to meet the conditionsof Asset Imperial or verification, or violates these.

If the Client lodges an unjustifiable complaint regarding the paid fee or disputes the paid fee with the Client's bank or payment service provider (e.g. through chargeback services, dispute services, or other similar services), on the basis of which an annulment, cancellation or refund of the fee or any part therefore is requested, the Provider is entitled to stop providing the Client with any services on its own discretion and can refuse any future provision of any services.

The choice of the option of Asset Imperial that the Client selects when making an order shall also apply to Subsequent Verification. The Client will have to use Subsequent Verification and, possibly, other products related thereto, with the parameters and the same currency that corresponds to the option of Asset Imperial selected by the Client. Once the Client makes a selection, it will become impossible to change it. If the Client is to order a new Asset Imperial, the specified restrictions shall not apply. The Provider reserves the right to unilaterally change the fees and parameters of services at any time, including the parameters for their successful completion. The change does not affect services purchased before the change has had been notified of.

The Client may request to cancel the Client Section at any time by sending an email to support@assetimperial.com Sending a request for the cancellation of the Client Section is considered as a request for termination of the contract by the Client, with the Client being no longer entitled to use the services, including the Client Section and Trading Platform. The Provider will immediately confirm the receipt of the request to the Client by email, whereby the contractual relationship between the Client and the Provider will be terminated. In such case, the Client is not entitled to any refund of the fees already paid or costs incurred. After paying the fee for the selected option of Asset Imperial, the Client will receive the relevant login data for the Trading Platform at the email address provided by the Client or in the Client Section.

The Client can activate Asset Imperial by opening the first demo-trade on the Trading Platform. if you are a consumer, you acknowledge that, by opening the first demo-trade, you expressly demand the provider to complete the services before the expiry of the period for withdrawal from the contract, which affects your right to withdraw from the contract, as specified in more detail in clause 12.

Out-of-Court Consumer Dispute Settlement

It is our company's objective to get our customers satisfied with the Asset Imperial services; therefore, if our clients or potential clients have any complaints or suggestions, we will be happy to speak to them directly and can be contacted at our email address or at the listed address.