eurotrader

LEGAL DOCUMENTS / MAURITIUS AND SOUTH AFRICA

Deposits Withdrawals and Refunds

November 2026

Eurotrade International Ltd
Eurotrade SA (Pty) Ltd

Mauritius and South Africa / English

Deposits Withdrawals and Refund Policy

Eurotrade International Ltd and Eurotrade SA (Pty) Ltd

This policy describes general deposit, withdrawal and refund controls, including crypto-asset funding where lawfully enabled. It applies to Eurotrade International Ltd in Mauritius and Eurotrade SA (Pty) Ltd within their respective brokerage and intermediary responsibilities. Current payment methods, charges and transaction conditions are disclosed separately for the relevant account and transfer.

1 Companies and payment responsibilities

1.1 Eurotrade International Ltd, business registration number 197389 GBC and FSC licence number GB22201125, is the Mauritius broker at 3 Emerald Park, Trianon, Quatre Bornes 72257, Republic of Mauritius. Eurotrade SA, registration number K2017223774 and FSP number 44351, is the South African intermediary at 74 Walmer Street, Sydenham, Johannesburg, 2192, South Africa.

1.2 The account documents and authenticated funding instructions identify the receiving company, beneficiary, any payment or conversion provider, and the service being funded. A payment agent does not become the trading counterparty merely by processing a transfer. Neither company is described as a bank by this policy.

1.3 Eurotrade SA assists with instructions and enquiries within its disclosed role. This policy does not appoint it as custodian, payment provider or recipient of every deposit. The receiving provider remains responsible for the obligations it undertakes; each Eurotrader company remains responsible for its own conduct.

2 Before making a deposit

2.1 Complete the required acceptance and verification process. Use an available method permitted for your account, residence and transaction. Check the beneficiary, currency, reference, any expiry and payment conditions in the authenticated instructions each time.

2.2 Pay from an account or wallet belonging to you unless a different arrangement has been expressly accepted following the required checks. Do not pay a personal account belonging to an employee, introducer, strategy provider or other unrelated person.

2.3 Limits, estimated processing times, charges and conversion terms must be available before the transaction. We do not impose an undisclosed release charge. Network, bank and independent provider charges may also apply and must be explained where they form part of the offered route.

2.4 A payment becomes available for use when received, verified, cleared and allocated by the relevant provider. A pending deposit does not provide cleared margin or prevent liquidation. Preserve the transaction reference and contact support if the allocation is delayed.

3 Crypto assets and networks

3.1 Crypto funding is a transfer route, separate from a crypto CFD or an external payment-wallet service. It is available only through an expressly enabled, lawful arrangement. Your instructions must identify the receiving or conversion provider and explain whether the account will be credited in crypto units or in a stated account currency.

3.2 Send only the supported asset on the exact network and to the destination generated for your account. Check any required memo, tag or reference and the instruction's validity. Assets with similar names can exist on different networks. Sending to a historic, incorrect or unsupported address or network can cause permanent loss.

3.3 A transfer may require network confirmations and verification before acceptance or conversion. A transaction identifier, explorer status or stablecoin label does not guarantee credit, reversibility or a fixed fiat value. Congestion, chain reorganisation, depegging, protocol incidents and provider outages can delay or impair a transfer.

3.4 Where conversion occurs, the applicable quotation or conversion method, currency and charges must be disclosed. A refund after conversion is not automatically an entitlement to the original number of tokens or their historic value. The transaction terms and the client's lawful entitlement determine the calculation.

3.5 We or the relevant provider may request wallet-control evidence, source information and originator or beneficiary data required by applicable law. Never provide a private key or seed phrase. A transfer cannot be used to avoid sanctions, source-of-funds checks or exchange-control requirements.

3.6 For South African clients, an enabled screen or a general FSP licence does not establish permission to send crypto assets offshore. The actual route, activities and providers must comply with applicable permissions and exchange controls. This policy does not authorise a prohibited cross-border transfer.

3.7 Report a mistaken transfer promptly. We coordinate reasonable tracing or recovery within our control but cannot guarantee recovery from a blockchain or independent provider. Any optional recovery work and charge must be explained and agreed before the work where practicable; it is not a condition for release of unrelated available money.

4 Withdrawals and settlement

4.1 Request a withdrawal through the authenticated process. We may verify identity, the destination, ownership and authority. Withdrawal instructions must not be directed to a master trader or another unrelated party without an accepted lawful basis.

4.2 Withdrawable cash depends on cleared funds, settled transactions, genuine outstanding obligations, margin requirements and applicable restrictions. Proceeds from actual or fractional shares may remain unavailable until settlement. A displayed equity figure can include unrealised results or non-withdrawable credit.

4.3 Return-to-source controls normally apply. If the original payment method cannot receive a return, the provider must assess a lawful alternative to a verified account or destination belonging to the entitled person. It must not retain money indefinitely merely because the original method is unavailable.

4.4 Expected processing periods and any charges are disclosed for the relevant method. Network, bank, market and settlement calendars can differ. We process or transmit a complete request without avoidable delay within our responsibilities and explain a material delay where lawful.

4.5 A crypto withdrawal is available only if expressly supported. Do not assume that a crypto deposit creates a right to withdraw every balance in the same asset or to any third-party wallet. The permitted return method must protect the client's lawful entitlement and comply with the accepted terms and law.

5 Refunds disputes and restrictions

5.1 A refund concerns a return or correction of a payment; a withdrawal releases available account money. Neither process automatically reverses executed investments or market losses. A rejected, duplicate, mistaken or unauthorised payment is assessed using the records and applicable rights.

5.2 A necessary refund or card dispute is not automatically fraud. Tell us promptly about an unauthorised payment. Do not make a knowingly false dispute or seek recovery twice. We cooperate with the lawful provider investigation and preserve access to complaint channels.

5.3 Verification, sanctions, court directions or other binding requirements can require a hold or return. We review the basis and release unrestricted assets when the restriction ends. We do not require a new deposit, artificial trading turnover or an undisclosed fee merely to make ordinary cash withdrawable.

5.4 A genuine correction or recovery must have a contractual and lawful basis and identify the affected transaction where disclosure is permitted. A disputed transfer does not justify automatic forfeiture of unrelated money.

6 Enquiries and records

6.1 Keep funding instructions, receipts, quotes, references and confirmations. Check account entries and report discrepancies promptly through support@eurotrader.com with the relevant company and account reference. Do not include passwords, security codes or wallet secrets.

6.2 Complaints about a company's handling follow its Complaints Handling Policy. A complaint concerning an independent payment provider may also require that provider's route. Mixed issues are coordinated without removing either company's own responsibilities.

6.3 The relevant Privacy Policy explains processing and lawful sharing of transaction and verification data. Material changes to contracted funding conditions follow the applicable agreement and notice requirements; a website update alone does not retrospectively create a charge.