



## **MET TECH GLOBAL LTD.**

Suite 305, Griffith Corporate Centre  
Beachmont 1510  
Kingstown  
St. Vincent and the Grenadines

# **CHARGEBACK POLICY**

Met Tech Global Ltd. strives to build strong, long-lasting relationships with all our stakeholders, including and most importantly with our clients. In keeping with this, we view your comments, suggestions and concerns as matters of premiere importance.

## CHARGEBACK POLICY

### INTRODUCTION

Met Tech Global Ltd. provides trading services over the Internet through our domain ([www.metfx.com](http://www.metfx.com)). Given the specific nature of its services, customers cannot return or exchange products.

### CHARGEBACK POLICY

We have a strong KYC in place, checking clients' ID and proof of address. We do not accept any third party deposits. We only accept debit or credit card payments, with exactly match with clients' name and address. Our aim is to have 0% chargeback claims, and the safety of our clients' funds is our top priority.

The practice of claiming a refund or requesting a chargeback after having used any of our member services (i.e., gaining admittance our private members' area to access members only contents, doing transactions in any trading platform and any other our services) is considered fraudulent.

When Met Tech Global Ltd. receives a chargeback notice, the account in which the service was purchased is immediately blocked, and all associated services in the account are terminated. Met Tech Global Ltd. always considers chargebacks to be the result of fraud; since fraudulent purchases go hand-in-hand with malware and phishing, immediate termination of all services related to the chargeback is the best way to protect the public from financial damage.

If you try to dispute or deny a valid charge, your credit card account with your name and address, your IP address will immediately be added to a negative database. The negative database is shared by thousands of merchants on the internet, both large and small, and you will not be able to purchase goods or services from said merchants in the future.

All frivolous chargebacks not only cost our employees time away from our usual and customary matters of conducting normal business, but cost us money, therefore:

You, the Customer agrees not to issue chargebacks for any credit card payments. A chargeback of payment for services rendered will result in an additional charge of \$250.00.

You, the Customer authorize us to charge this amount to your credit card. If this charge is rejected, Met Tech Global Ltd. will pursue legal action to recoup losses for our time associated with responding to the charge back in addition to any other fees explained above. You agree to reimburse us or any representative we may appoint for any legal expenses your actions may make us incur.

Met Tech Global Ltd. may attempt to recover fraudulently disputed charges plus additional costs via a third-party collection agency and your account will be reported to all credit bureaus as a delinquent collection account. This may severely damage your credit rating for at least the next seven (7) years. In addition to this, will file a report with your local police department.

Do not use stolen Credit Cards we log IP strings on all orders any orders coming back as a chargeback due to fraudulent activities will be diligently pursued through your local jurisdiction for prosecution to the fullest extent of the law. To avoid any of the above, we encourage you to contact us first for any problems with your purchase. We are always here to assist you with any complaints or problems you have.

Please contact our Compliance Department ([compliance@metfx.com](mailto:compliance@metfx.com)) if you need help or still have any questions. Please remember that trying to deny a valid charge through your bank or credit card company is fraudulent and

illegal!

Do not use stolen Credit Cards we log IP strings on all orders any orders coming back as a chargeback due to fraudulent activities will be diligently pursued through your local jurisdiction for prosecution to the fullest extent of the law.

## **REFUND POLICY**

You can request refund of your money 100% if you did NO TRANSACTIONS on your trading account. But NO-CHARGE BACKS via merchant!

For a refund you must email us to [compliance@metfx.com](mailto:compliance@metfx.com) and give us a reason. Regardless of the reason, if given, we will still refund your money allow sixty (60) days and we will send you the refund. The reason for sixty (60) days is to avoid fraud, since a credit card has sixty (60) days to request a chargeback.

By visiting our website, or placing an order for any of our services, you confirm that you have read, understood, and agree to abide by all legal notices, policies, and terms of use. By submitting any payment to Met Tech Global Ltd. you indicate you understand and agree to the above terms and conditions.



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### **CONTACT INFORMATION**

#### **Customer Service**

[support@metfx.com](mailto:support@metfx.com)

#### **Compliance**

[compliance@metfx.com](mailto:compliance@metfx.com)

#### **Telephone**

+44 20 3289 5271