



Refund Policy

Connect Financials LLC (Comoros)

January 2025

Company Legal Information

Company Name:	Connect Financials LLC
Company Registered No.:	HY00523008
Company License No.:	T2023300
Registered Office:	Bonovo Road – Fomboni, Island of Mohéli – Comoros Union
Physical Office:	Taki Sofokleous 23A, 2049 Strovolos, Nicosia, Cyprus
Contact:	+357 2225 0435 info@connectfinancials.com
Website:	www.connectfinancials.com

1. Purpose of the Policy

This Refund Policy outlines the conditions under which Connect Financials LLC may issue refunds to clients. As a regulated financial services provider (License No. T2023300), the Company follows Comoros International Services Authority guidelines to ensure fairness, transparency, and client protection.

2. General Policy Statement

Due to the nature of financial trading, refunds are not guaranteed once a deposit has been credited and used for trading. Refunds are only considered under specific eligibility conditions and must comply with AML, KYC, and Comoros financial regulations.

3. Eligibility for Refunds

Refunds may be issued for duplicate payments, unutilized account balances, or operational errors. Refunds are not permitted after trading activity has occurred or as compensation for trading losses.

4. Refund Request Procedure

Clients must submit a written request to finance@connectfinancials.com within 30 calendar days of the transaction, including proof of payment and identification. Requests are reviewed by the Finance and Compliance Departments.

5. Processing Time and Method

Refunds are processed to the original payment method within 5–15 business days, subject to provider timelines. Applicable bank or intermediary fees may be deducted from the refund amount.

6. Non-Refundable Transactions

Deposits used for trading, bonuses, promotional funds, and service fees are non-refundable. Third-party payment processor fees are also non-refundable.

7. Chargebacks

Clients are required to contact Connect Financials LLC directly before initiating any chargeback. Unauthorized chargebacks may result in account suspension or legal action under Comoros jurisdiction.



8. AML & Compliance Review

All refund requests undergo AML/CFT verification to ensure that funds are returned to the original source and comply with KYC data. Refunds that conflict with AML laws will be rejected.

9. Legal Jurisdiction

This Refund Policy is governed by the laws of the Comoros Union. Disputes arising under this policy are subject to the exclusive jurisdiction of the courts of Comoros.

10. Contact Information

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11. Legal Notice

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