



Prospero Refund Policy

CREDIT CARD PAYMENTS AND REFUND POLICY

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Prospero Markets Pty Ltd (“Prospero Markets”, “we” or “us”) uses Novatti Acquiring Services (AUS) Pty Ltd. ACN 647 567 084 (“Novatti”) and Checkout Ltd, an Electronic Money Institution authorised and regulated by the UK Financial Conduct Authority under license number 900816 (“Checkout”), for accepting and processing online credit card payments. Billing occurs at the time of or shortly after your transaction. If a credit card is being used for a transaction, Prospero Markets may obtain preapproval for an amount up to the amount of the order.

To see how Novatti handles transactions, please refer to their Terms of Use here - <https://www.novattipayments.com>

To see how Checkout handles transactions, please refer to their Terms and Policies here - [Legal Terms, Conditions, and Privacy Policies - Checkout.com](#)

By choosing to use our online credit card payment gateways, you acknowledge that you have read and agree to the above Novatti Terms of Use, Checkout Terms and Policies, and Prospero Markets Payment Terms and Conditions as set out below:

1. Prospero Markets reserves to rights to amend this below Terms and Conditions at any time without notice.
2. Credit card payments usually takes up to one business day to process, however no guarantees can be given on the maximum processing time. Please contact accounts@prosperomarkets.com if your payment has not been credited to your account after one business day.
3. It is the client’s sole responsibility to ensure there are adequate funds in their trading account to meet margin requirements and avoid last minute deposits when facing a margin call.
4. Your credit card provider may treat payments made to Prospero Markets as a cash advance and charge a cash advance fee accordingly.
5. There is no cooling-off arrangement for financial products such as CFDs, and you are unable to request for a refund in exchange of returning the CFD purchased.
6. If Prospero Markets is advised of a chargeback, we reserve the right to close out any open positions and recover any possible losses or fees incurred due to the deduction of the credit card deposit made to the account.
7. When processing withdrawals after the client has deposited funds using credit card, an amount that is equivalent to the initial credit card deposit must first be processed as a refund to the same card. Any excess account balance can then be transferred to a nominated bank account in the same name as the Prospero Markets Trading Account.