

Refund & Cancellation Policy

Last Updated: June 2026

1. Introduction

This Refund & Cancellation Policy outlines the terms governing refunds, cancellations, and service termination for services provided by Rotex IT Solutions EST ("Rotex").

By engaging Rotex for any service, the client agrees to this policy.

2. Nature of Services

Rotex provides consulting, technology implementation, website development, CRM solutions, brokerage infrastructure consulting, licensing advisory, back-office support, and related business services.

As many services involve dedicated resources, third-party costs, consultation time, development work, and project-based deliverables, refunds may be limited once work has commenced.

3. Non-Refundable Services

The following are generally non-refundable once initiated, ordered, or delivered:

- Consultation Fees
- Licensing & Regulatory Advisory Services
- Company Formation Services
- Website Development Services
- CRM Setup & Integration Services
- Software Configuration & Customization
- MT5/Trading Platform Configuration
- Third-Party Vendor Costs
- Hosting & Server Costs
- Domain Registration Fees
- Payment Gateway Setup Fees
- Liquidity Provider Setup Fees
- Any Third-Party Service Charges

4. Project Cancellation

Clients may request cancellation of a project by providing written notice.

If cancellation occurs:

- Before work has commenced, Rotex may review and approve a partial or full refund at its sole discretion.
- After work has commenced, fees for completed work, consultation time, resource allocation, and third-party expenses will be deducted from any eligible refund amount.

5. Monthly Services

For recurring services such as support, maintenance, marketing, back-office management, hosting, or consulting retainers:

- A minimum 30-day written notice is required for cancellation.
- Fees already billed or incurred remain payable.
- No refunds will be issued for partially used service periods unless otherwise agreed in writing.

6. Third-Party Services

Rotex acts as a consultant and implementation partner for various third-party providers.

Any fees paid to third-party vendors are subject to the refund policies of those providers and are not controlled by Rotex.

Rotex shall not be liable for any refusal, delay, suspension, cancellation, or refund decision made by a third-party provider.

7. Exceptional Circumstances

Refund requests arising from exceptional circumstances will be reviewed on a case-by-case basis and may be approved solely at the discretion of Rotex management.

8. Chargebacks

Clients agree to contact Rotex first to resolve any billing dispute before initiating a chargeback, payment reversal, or payment dispute.

Unauthorized chargebacks may result in immediate suspension of ongoing services.

9. Policy Changes

Rotex reserves the right to amend this Refund & Cancellation Policy at any time. Updated versions will be published on this website.

10. Contact Information

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