

Refund Policy

1. Introduction

This refund policy outlines the conditions under which Global CIM offers refunds for cryptocurrency trading and investment services.

2. General Conditions

Global CIM is committed to providing high-quality services. However, we understand that circumstances may arise where you may request a refund.

3. Refund Eligibility

To be eligible for a refund, the following conditions must be met:

- The first withdrawal can only be made after 6 months following the first trade.
- The user account must not be in violation of our [Terms and Conditions](#).
- Refund requests must be made within 14 days from the date of the initial purchase of the service.

4. Refund Request Procedure

To request a refund, please follow these steps:

- Send an email to our customer service at the following address: support@globalcim.com.
- Include in your email the following information: your full name, account number, purchase date, and reasons for your refund request.
- Our team will review your request and respond within 10 business days.

5. Exceptions to the Refund Policy

Refunds will not be granted in the following cases:

- If the service has been fully executed or consumed before the end of the 14-day withdrawal period.
- If the refund request is made after the 14-day period following the initial purchase of the service.
- If the user account has been suspended or terminated for violation of the Terms and Conditions.

6. Refund Terms

If your refund request is approved, the amount will be credited to the original payment method used during the purchase. Please note that bank or transaction fees may apply and will be deducted from the total refund amount.

7. Contact

For any questions regarding our refund policy, please contact us at the following email address: support@globalcim.com or by phone at [+33 1 62 20 11 81](tel:+33162201181).