



Registered office address
10 Queen Street Place, London, United
Kingdom, EC4R 1AG

Terms of Service

Introduction

Welcome to our trading platform. These Terms of Service ("Terms") govern your use of our website and trading services. By accessing or using our platform, you agree to comply with these Terms. Please read them carefully.

Account Registration

1. **Eligibility:** To use our platform, you must be at least 18 years old and legally capable of entering into binding contracts.
2. **Registration:** You must provide accurate and complete information during the registration process. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

Trading Services

1. **Account Types:** We offer various account types, each with specific features and benefits. Please review the details of each account type on our platform.
2. **Starting Capital:** A minimum starting capital of \$250 is required to begin trading on our platform.
3. **Brokerage Fee:** A brokerage fee of 10% is charged on the profits made from your trades.
4. **Profit Guarantees:** We offer profit guarantees based on your account type:
 - Basic Account: 15%
 - Bronze Account: 20%
 - Silver Account: 25%
 - Gold Account: 25%
 - Platinum Account: 30%
5. **Personal Broker:** Each client is assigned a personal broker to assist with trading activities.

Refund Policy

1. **Eligibility:** Refunds are available to clients who have actively traded with a real balance for at least 11 days and are not satisfied with their profits or our services.
2. **Process:** Clients must contact their broker or our support team to discuss their concerns and explain the situation. We will make every effort to resolve the issue and provide the required information and assistance. If the issue cannot be resolved, clients may request a refund by providing their bank details or crypto wallet information.
3. **Limitations:** Refunds are not available for demo accounts or clients who have not actively traded for at least 11 days. Refunds based on profit guarantees apply only if profits are lower than the guaranteed percentages.

Privacy Policy

1. **Data Collection:** We collect personal, financial, and trading information to manage your account and provide services.
2. **Use of Information:** We use your information for account management, personalized services, compliance, and communication.
3. **Data Protection:** We implement security measures to protect your personal information.
4. **Information Sharing:** We do not use our clients' information for our own interests, nor do we share your personal data with third parties, except as required by law or with trusted service providers. In certain cases, we may use anonymized and aggregated data to analyze trading trends and performance without including any personal information.

Client Responsibilities

1. **Compliance:** You agree to comply with all applicable laws and regulations when using our platform.
2. **Accurate Information:** You are responsible for providing accurate and up-to-date information and for promptly updating any changes.
3. **Trading Risks:** You acknowledge that trading involves risk and that you may incur losses. You are solely responsible for your trading decisions and the outcomes.

Platform Use

1. **Prohibited Activities:** You agree not to engage in any activities that could harm our platform or other users, including but not limited to hacking, spreading malware, or engaging in fraudulent activities.
2. **Service Availability:** We strive to maintain the availability of our platform but do not guarantee uninterrupted access. We may perform maintenance or updates that could temporarily affect service availability.

Limitation of Liability

1. **No Warranty:** Our platform is provided "as is" without any express or implied warranties. We do not ensure the accuracy or completeness of the information available on our platform.
2. **Limitation of Liability:** To the fullest extent permitted by law, our liability is limited to ensuring the profit guarantees, the security of your funds, and the confidentiality of your personal information. We are not liable for any direct, indirect, incidental, consequential, or punitive damages arising from your use of our platform or services.

Definitions

1. Account Types: Different categories of accounts offered by our platform, each with specific features and profit guarantees.
2. Brokerage Fee: A 10% fee charged on the profits made from trades.
3. Profit Guarantees: The minimum percentage of profit guaranteed based on the account type.
4. Personal Broker: A dedicated broker assigned to assist you with trading activities.
5. Refund Policy: The conditions under which clients can request a refund.
6. Real Balance: Actual funds deposited and used for trading, excluding demo account balances.
7. Crypto Wallet: A digital wallet used to store and manage cryptocurrencies.

Amendments

We may update these Terms from time to time. Any changes will be posted on this page, and we will notify clients of significant changes through our official communication channels. Your continued use of our platform after any amendments constitutes your acceptance of the revised Terms.

Termination

We reserve the right to suspend or terminate your account at our discretion if you violate these Terms or engage in any activities that could harm our platform or other users.

Governing Law

These Terms are governed by and construed in accordance with the laws of the jurisdiction in which our company is registered, without regard to its conflict of law principles.

Contact Information

If you have any questions or concerns about these Terms or your use of our platform, please contact our customer support team:

- Email: support@greymaxltd.email
- Phone: +44 7451 277185
- Live Chat: Available on our platform

Your use of our platform is subject to these Terms, and by using our platform, you agree to comply with them.

Note: These Terms of Service are subject to change. Clients will be notified of any amendments through our official communication channels.



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