Table of Contents

LINEUP REFUND AND CANCELLATION POLICY

Effective Date: 15 July 2026 | **Last Updated:** 20 July 2026 | **Version:** 1.0 **Issuer:** LineUp, established in the Emirate of Dubai, United Arab Emirates **Platform:** https://lineup.trade/ | **Contact:** Support@Lineup.trade

---

> **PLEASE READ CAREFULLY.** LineUp is a trading platform. This Policy explains what can and cannot be refunded or cancelled. In summary: **unused deposited funds can be refunded or withdrawn to you, but executed trades and trading losses are final and cannot be refunded, reversed, or cancelled.** Trading involves risk, and losses arising from your trading decisions are not eligible for a refund.

---

1. Purpose and Scope

1.1. This Refund and Cancellation Policy (the "Policy") explains when deposits, orders, and trades on the LineUp platform (the "Platform") may be refunded or cancelled, and when they may not. It forms part of, and must be read together with, the LineUp Terms & Conditions (https://lineup.trade/terms). Capitalised terms not defined here have the meanings given in the Terms & Conditions.

1.2. This Policy distinguishes between two different things that are often confused:

(a) **funding your account** (deposits and withdrawals of money that you have not yet used to trade), where genuine refund and cancellation situations can arise; and

(b) **trading** (orders and executed trades), where, by the nature of a trading platform, executed trades are final and trading losses are not refundable.

1.3. Nothing in this Policy limits any right you have under mandatory consumer-protection law that cannot be excluded or varied by agreement.

2. Important Context: LineUp Does Not Hold Your Funds

2.1. LineUp operates a non-custodial model and does not custody User funds. Indian Rupee (INR) balances are held and processed by our payment partner, **Razorpay**, and cryptocurrency remains in your own self-custody wallet, as described in the Terms & Conditions.

2.2. Because LineUp does not hold your funds, refunds and returns of money are processed through the relevant payment rail (Razorpay for INR, or your self-custody wallet for cryptocurrency) and are subject to the operating timelines, terms, and checks of that rail, in addition to this Policy.

3. Deposits: Refunds of Unused Funds

3.1. **Unused deposited funds are refundable.** If you have deposited funds into your account and have **not yet used them to open a position**, you may request that those unused funds be returned to you, either as a standard withdrawal or as a refund to the original payment method, subject to this Policy and to verification and compliance checks.

3.2. A refund or return of unused funds may be requested through your account or by contacting Support@Lineup.trade.

3.3. **Verification and compliance.** All refunds and withdrawals are subject to identity verification (KYC) and to anti-money-laundering, fraud, sanctions, and source-of-funds checks. LineUp or the payment partner may pause, decline, or request further information in relation to a refund where required by law or these policies, and may be prohibited by law from explaining the reason for a hold.

3.4. **Destination.** Refunds of INR are returned only to the original payment method or to a verified account in your own name. Refunds of cryptocurrency value are returned only to your verified self-custody wallet. Refunds to any third party are not permitted.

3.5. **Once funds are used to trade,** they are no longer “unused funds” and are subject to the outcome of your trading. The value of an open or closed position is determined by the market and by settlement under the Terms & Conditions, not by this Section.

4. Refund Method, Timeframe, and Fees

4.1. **Method.** Approved refunds of INR are returned to the original payment method used for the deposit wherever possible. Where a return to the original method is not possible, the refund is made to a verified account in your own name.

4.2. **Timeframe.** Approved refunds are processed as promptly as practicable and are ordinarily completed within **7 to 14 business days** of approval. The actual time to receipt depends on the payment partner, your bank or card issuer, and the applicable payment network, and may be longer for reasons outside LineUp's control.

4.3. **Fees.** Refund amounts, and any deduction of payment-gateway or processing fees, are subject to the terms of the payment partner (Razorpay) and the applicable payment network. Third-party gateway or network fees associated with the original transaction may be non-recoverable and may not be returned as part of a refund. Any such deduction will be in accordance with the payment partner's terms.

4.4. **No interest.** No interest is payable on any amount held pending a refund or withdrawal.

5. Orders and Trades: Cancellation and Finality

5.1. **Resting limit orders can be cancelled.** A limit order that has been placed but has **not yet executed** may be cancelled by you at any time before it executes, through the Platform, in accordance with the Terms & Conditions. Resting orders may also be cancelled automatically on session close, interruption, suspension, parameter change, or account restriction.

5.2. **Executed trades are final.** A market order, and any order once it has executed (in whole or in part), **cannot be cancelled, reversed, or refunded** by you. When the Liquidity Engine records an execution, the trade is binding, as set out in the Terms & Conditions.

5.3. **Trading losses are not refundable.** Losses resulting from your trading, including losses from price movements, margin, leverage, short positions, liquidation, and settlement, are the result of market activity and your own trading decisions. **They are not errors, and they are not eligible for any refund, reversal, or compensation.**

5.4. **Liquidations and settlement.** Positions closed through liquidation, automatic settlement at match end, delisting, or corporate-action handling are closed in accordance with the market rules in the Terms & Conditions, and the resulting outcome is not refundable.

6. Limited Exceptions: Platform Errors

6.1. This Section is the only circumstance in which an executed trade may be adjusted, and it is at LineUp's determination, not on request as a matter of right.

6.2. Where a price, execution, or settlement results from a **manifest error** (for example, a data-feed error, software defect, misconfiguration, or obvious mispricing far outside prevailing levels), LineUp may cancel or amend the affected trades and correct affected balances, in accordance with the manifest-error provisions of the Terms & Conditions. This applies symmetrically, whether the error was in your favour or against you.

6.3. A manifest-error correction is not a “refund” of a trading loss. It is a restoration of the position that would have applied had the error not occurred.

6.4. If you believe a trade was affected by a genuine Platform error, you should contact Support@Lineup.trade promptly, with details, so that LineUp can investigate. LineUp will keep records of any correction it makes.

7. Cryptocurrency: Returns and Irreversibility

7.1. Unused cryptocurrency value that you have committed to the Platform but have not used to open a position may be released back to your self-custody wallet, subject to the same verification and compliance checks as other refunds.

7.2. **On-chain transactions are irreversible.** Once a cryptocurrency transaction is confirmed on a blockchain network, it cannot be reversed by LineUp. **If you send cryptocurrency to an incorrect address or on an unsupported network, or send an unsupported asset, those funds may be permanently and irretrievably lost, and LineUp cannot recover or refund them.** You are solely responsible for verifying addresses, assets, and networks before every transaction.

7.3. Network fees (including gas fees) associated with cryptocurrency transactions are not refundable.

8. Chargebacks and Payment Disputes

8.1. If you believe there is a genuine problem with a payment, please contact Support@Lineup.trade first so that we can try to resolve it.

8.2. **Initiating a chargeback or payment reversal in bad faith**, including to reverse trading losses or to reclaim funds that were properly used to trade, is a breach of the Terms & Conditions. LineUp and the payment partner may contest such reversals, suspend or close the account, recover associated costs, and set off amounts owed, as described in the Terms & Conditions.

9. How to Request a Refund or Raise a Concern

9.1. To request a refund of unused funds, to cancel a resting order, or to raise a concern about a payment or a suspected Platform error, contact **Support@Lineup.trade** or use the relevant function in your account.

9.2. Please include enough detail for us to identify the transaction or order, including the date, amount, and any reference number. We may require identity verification before processing a request.

9.3. Complaints about the handling of a refund may be raised through the Complaints Handling Procedure (https://lineup.trade/complaints).

10. Changes to This Policy

10.1. LineUp may update this Policy from time to time. When we do, we will revise the "Last Updated" date and, where the changes are material, provide additional notice through the Platform or by email before the changes take effect. Your continued use of the Platform after the effective date constitutes acceptance of the updated Policy.

11. Contact

Questions about this Policy may be sent to **Support@Lineup.trade**.

Issuer: LineUp, established in the Emirate of Dubai, United Arab Emirates. Website: https://lineup.trade/