

1. Introduction

This Client Agreement ("Agreement") is entered into between you (the "Client") and 9X Markets DV Ltd ("the Company", "we", "our", or "us"), a company registered under the laws of Saint Lucia, and governs the provision of our trading and investment services offered through our platforms.

By opening an account or using any of our services, you acknowledge that you have read, understood, and agreed to be legally bound by the terms of this Agreement.

2. Scope of Services

We provide trading services in forex, commodities, indices, shares, and cryptocurrencies via platforms such as MetaTrader 5 (MT5), along with related CRM and client portal solutions. We do not provide investment advice or portfolio management.

3. Client Eligibility

To open an account, you must:

- Be at least 18 years old or the legal age in your country
- Provide accurate and up-to-date identification and verification documents
- Not be a citizen or resident of a jurisdiction where our services are prohibited

4. Account Opening and Verification

The Client must complete the onboarding process and submit KYC/AML documentation, including proof of identity, residence, and funding source. The Company may request additional documents at its discretion and reserves the right to approve or reject any application without obligation to disclose reasons.

5. Risk Disclosure

Trading leveraged financial products involves significant risk and may not be suitable for all investors. The Client acknowledges that they understand the risks, including the potential loss of their entire capital, and that they trade at their own discretion and risk.

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6. Deposits and Withdrawals

- Deposits may be made via approved payment channels available in the client portal.
- Withdrawals will be processed to the original source of funding, subject to verification and applicable anti-money laundering policies.

- The Company may impose limits or require additional documents for high-value transactions.

7. Client Obligations

Clients agree to:

- Maintain updated contact and personal information
- Use the platform in compliance with applicable laws
- Refrain from abusive trading practices including scalping, latency arbitrage, or use of unauthorized automated systems
- Promptly notify us of any suspected breaches of account security

8. Fees and Charges

The Client agrees to all applicable fees, spreads, commissions, and swap rates as disclosed in the product specifications and trading conditions published on the Company's website or client portal.

9. Termination

This Agreement may be terminated by either party:

- By the Client, with one (1) month written notice to the Company
- By the Company, with one (1) month written notice to the Client
- Immediately by either party in the event of material breach or legal/regulatory requirement

Upon termination, all open positions shall be closed, and any balances returned per our withdrawal policies.

10. Governing Law and Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of Saint Lucia. Any dispute arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of Saint Lucia.

11. Communication

Official communication between the Company and the Client shall be conducted via email, the client portal, or phone. It is the Client's responsibility to maintain a valid and monitored email address on file.

12. Amendments

The Company reserves the right to amend this Agreement with prior notice. Any changes shall become effective on the date specified in the notification or as required by law. Continued use of our services constitutes acceptance of the revised terms.

13. Complaints and Disputes

Clients may submit complaints by email to support@9xmarkets.com. All complaints will be reviewed under our internal dispute resolution policy. If unresolved, the dispute may be escalated to the relevant regulatory authority in Saint Lucia.

By accepting this Agreement electronically, you confirm your full understanding of and consent to the terms contained herein.