

## **Supremex Commercial Brokers Commission Services Return Policy**

### **1. No Guaranteed Returns:**

Our commission services are performance-based, and outcomes can vary depending on various factors. We do not guarantee specific results or returns on investment.

### **2. Scope of Services:**

The scope of our commission services is outlined in the agreement between Supremex Commercial Brokers and the client. It is essential to refer to the specific terms and conditions within the contract for details on services included and excluded.

### **3. Termination of Agreement:**

Either party (the service provider or the client) may terminate the agreement based on the terms defined in the contract. Termination conditions may include non-payment, breach of contract, or other specified reasons.

### **4. Refund Policy:**

Refunds will only be considered under exceptional circumstances, as determined by Supremex Commercial Brokers. These circumstances may include:

1. Non-performance or gross negligence on our part.
2. Errors in billing or overpayment.
3. Damaged or Defected Product.

The refund amount, if applicable, will be determined on a case-by-case basis, and it will not exceed the commission fee paid by the client.

Requests for refunds must be made in writing to [Backoffice@supremexcommercialbrokers.com](mailto:Backoffice@supremexcommercialbrokers.com) within 24 hours of the issue arising.

### **5. Timelines:**

Any issues or requests related to refunds must be reported within 24 hours of the issue arising.

Supremex Commercial Brokers will strive to address and resolve refund requests within a reasonable time frame, typically 2 days.

**6. Dispute Resolution:**

In the event of a dispute or disagreement between Supremex Commercial Brokers and the client regarding the commission services or refund requests, both parties agree to engage in good-faith negotiations and, if necessary, mediation or arbitration to resolve the issue.

**7. Modifications to the Policy:**

Supremex Commercial Brokers reserves the right to modify this return policy with prior notice to clients. Any changes will be communicated to clients through email or written notice.

**8. Legal Compliance:**

This return policy is subject to and shall be interpreted in accordance with the laws and regulations of United Arab Emirates.

By engaging in a business relationship with Supremex Commercial Brokers, clients acknowledge that they have read, understood, and agreed to the terms of this return policy.