Payment Policy

MARKET | ON SPOT GROUP LLC | Effective date: 1 September 2026
Official contact: qxofficialsupport@gmail.com
10 Anson Road, #24-09 International Plaza, Singapore 079903

This Payment Policy sets out how money is paid into and out of a live Account with ON SPOT GROUP LLC. It forms part of the Service Agreement. Demo balances have no cash value and are outside this Policy.

1. Balance and our obligation

The Account balance is the amount shown in the Trading Terminal after accepted deposits, trades, fees, adjustments and withdrawals. The Company's financial obligation to the Client equals that balance and no more. The obligation starts when a deposit is posted to the ledger, and it ends when the Client has withdrawn the remaining funds or the Account is closed and settled.

2. Independent payment channels

Banks, card acquirers, e-wallets and blockchain networks displayed in the Terminal are not partners of the Company in the sense of a joint venture. The Company is not responsible for their downtime, FX conversion, network congestion, or lost transfers, except where the loss is caused by the Company's proven error after funds have reached an account we control.

Risks attached to a chosen method sit with the Client. If the Client raises a dispute with a provider, the Client must tell us at qxofficialsupport@gmail.com within 24 hours of doing so.

3. Registration before funding

Only a registered Client may deposit. Details in the Account must match the payment source. The Company may refuse funds from third parties and return them at the Client's cost.

4. Deposits

The Client selects a method shown in the Terminal and follows the on-screen instructions, including any minimum amount. Crypto transfers must be sent to the address and network displayed for that request; sending on the wrong network can result in irreversible loss.

The Company may require a transaction identifier and a screenshot or other proof before crediting. Crediting times vary by method. A deposit that fails screening may be reversed or frozen.

5. Withdrawals

A withdrawal instruction must be made from the Account, in the Account currency where possible, and must not exceed the available balance after reserves for open trades and pending charges. If the payout currency differs, conversion is at a rate the Company sets at the time of processing, which may differ from interbank rates.

The Company may cap withdrawals, require that they follow the original funding route, and take time to complete internal checks. If the Client supplies incorrect destination details, the Company is not obliged to recover the funds.

If a payout has not arrived within the timeframe shown for that method, the Client should notify us so we can query the provider. The Company’s responsibility for a withdrawal ends when funds leave our bank or payment-provider account.

6. Refunds

A refund of unused deposited funds may be requested where trading rules and verification status allow. Refunds are usually returned by the original method. The Company may refuse a refund that would conflict with chargeback exposure, bonus conditions, or an ongoing investigation.

Technical posting errors may be reversed, including cancellation of dependent results.

7. Fees and taxes

Any commission, network fee or processing cost will be shown in the Terminal or deducted as published. The Client is solely responsible for taxes on profits or withdrawals in the Client’s country of residence. The Company does not provide tax advice.

8. Misuse

If we detect fraudulent, sanctioned or otherwise unlawful financial activity, we may cancel the operation, block the Account for an indefinite period while we investigate, and hold funds as required by authorities. Official payment notices from the Company are issued from qxofficialsupport@gmail.com or from addresses we list on the website. Messages to any other address are not accepted as valid instructions.

Official details
ON SPOT GROUP LLC
Email: qxofficialsupport@gmail.com
Registered office: 10 Anson Road, #24-09 International Plaza, Singapore 079903
Governing law: Singapore