

TERMS AND CONDITIONS

ZEVEN GLOBAL SRL

Last Updated: May 2025

ZEVEN GLOBAL SRL, with registration number 3-102-891212, having its registered office at De la Escuela Alberto Paniagua, 200 meters north, white corner house on the right, Getsemaní, San Rafael, Heredia, Costa Rica, and physical address at Ruta Nacional 310, Centro Comercial Plaza Amara, 4th Floor, Local 405, San José, Costa Rica (hereinafter, "Zeven Global," "the Company," "we," or "our"), establishes these Terms and Conditions (hereinafter, "Terms") as the binding legal agreement governing the relationship between the Company and you (hereinafter, "the Client," "you," or "your") in relation to the use of our trading services, platforms, tools, and any associated functionality.

By registering, accessing, or using any of our services, you declare that you have read, understood, and accepted these Terms in full, without reservation or exception. If you disagree with any provision contained herein, you must immediately refrain from using our services.

1. Scope and Acceptance

1.1. Acceptance of Contract:

These Terms constitute a legally binding contract between you and Zeven Global SRL. Your registration, deposit of funds, use of the platform, or performing any operation implies the irrevocable acceptance of all clauses set forth herein.

1.2. Modifications:

We reserve the absolute and unilateral right to modify, update, or amend these Terms at any time, at our sole discretion, without the need for justification or prior notice. Such modifications will take effect immediately upon their publication on our official website or notification through any means we deem appropriate (including, but not limited to, email or messages on the platform). Continued use of our services after such modifications constitutes your express acceptance of the changes.

1.3. Language:

These Terms are written in Spanish. Any translations into other languages are for informational purposes only and will not have legal effect. In the case of any discrepancy, the Spanish version will prevail.

2. Eligibility and Restrictions

2.1. Eligibility Requirements:

To use our services, you must:

- a) Be over 18 years old or have reached the legal age of majority in your jurisdiction.
- b) Have full legal capacity to enter into contracts under the applicable laws in your country of residence.
- c) Not reside in jurisdictions where our services are prohibited or restricted by local laws, international sanctions, or internal Company decisions.

2.2. Geographic Restrictions:

Zeven Global may, at its sole discretion, restrict access to its services in any country or region, without the obligation to justify this decision or incur any liability toward the affected users.

2.3. Prohibition of Third-Party Use:

You may not allow third parties to use your account or act on behalf of others without the express written authorization of the Company.

3. Registration, Verification, and Security

3.1. Client Information:

You agree to provide truthful, accurate, updated, and complete information during the registration process and whenever requested, including, but not limited to, full name, physical address, email, phone number, and valid identification documents.

3.2. KYC/AML Policies:

In compliance with international "Know Your Customer" (KYC) and Anti-Money Laundering (AML) regulations, you must submit additional documentation when requested, such as passport, driver's license, proof of address, or bank statements. Failure or delay in complying with these requests will authorize Zeven Global to suspend, restrict, or close your account without prior notice and without any liability.

3.3. Prohibition of Multiple Accounts:

It is strictly prohibited to register more than one account per person, except with the express authorization of the Company. Failure to comply with this clause will be considered fraudulent and may result in the confiscation of funds and the permanent closure of all associated accounts.

3.4. Account Security:

You are solely responsible for maintaining the confidentiality of your access credentials (username, password, authentication codes). Zeven Global will not be responsible for any losses or damages resulting from unauthorized access due to negligence, carelessness, or non-compliance with this obligation by the Client.

3.5. Notification of Irregularities:

You must immediately notify the Company of any unauthorized use of your account or security breach. Failure to notify in a timely manner exempts Zeven Global from all liability.

4. Trading Services

4.1. Nature of Services:

Zeven Global provides access to trading platforms for operating with financial instruments, including but not limited to currency pairs (Forex), Contracts for Difference (CFDs), cryptocurrencies, indices, and commodities. These services are provided "as is" and are subject to market conditions, our technological infrastructure, and internal decisions.

4.2. Trading Risk:

You acknowledge and agree that trading involves a high risk of total or partial loss of your invested capital. Zeven Global does not offer profitability guarantees, does not provide financial advice, and will not be responsible for any losses resulting from your trading decisions, regardless of the circumstances.

4.3. Operational Discretion:

We reserve the right to modify, suspend, or discontinue any aspect of our services (including financial instruments, spreads, leverage, margins, or execution conditions) at any time, without prior notice and without incurring liability toward the Client.

4.4. Order Execution:

The execution of orders is subject to market conditions and our technical capacity. Zeven Global does not guarantee the execution of orders at specific prices and will not be responsible for delays, rejections, or discrepancies in execution due to volatility, technical failures, or any other factor beyond our reasonable control.

4.5. Position Closure:

The Company may close open positions in your account, at its sole discretion, if margin requirements are violated, prohibited activities are detected, or in exceptional market conditions, without obligation to notify you in advance.

5. Deposits, Withdrawals, and Fund Management

5.1. Deposits:

Deposited funds must come from accounts or payment methods registered in your name. Third-party deposits will not be accepted under any circumstances, and such funds may be withheld or returned to their origin at our discretion, without any liability.

5.2. Withdrawals:

Withdrawal requests will only be processed to the same payment method used for the deposit unless the Company determines otherwise at its discretion.

5.3. Withdrawal Conditions:

Zeven Global may, at its sole discretion, reject, delay, or withhold any withdrawal request if:

- a) There are signs or suspicions of fraudulent, prohibited, or illegal activities according to Section 6.
- b) KYC/AML verification requirements have not been met.
- c) The requested funds are linked to profits obtained through practices that violate these Terms.
- d) There is an active investigation by the Company, regulatory authorities, or competent third parties.
- e) It is deemed necessary to protect Zeven Global's legitimate interests, including preventing financial losses or complying with legal obligations.

5.4. Fees:

All deposits and withdrawals are subject to fees, commissions, or administrative costs determined by the Company and communicated to the Client at the time of the transaction. We reserve the right to modify these fees without prior notice.

5.5. Fund Retention:

In the event of a fund retention, the Company will not be obligated to pay interest or compensate the Client for the time the funds remain withheld, regardless of the duration or outcome of any investigation.

5.6. Return of Funds:

If it is determined that the deposited funds come from illegal or fraudulent sources, Zeven Global may return them to their origin or hand them over to the relevant authorities, without any liability toward the Client.

6. Prohibited Trading Practices

6.1. Client Commitment:

You agree to trade in a legitimate, transparent manner in accordance with applicable laws, refraining from any practices that may be considered fraudulent, manipulative, abusive, or contrary to Zeven Global's interests.

6.2. Prohibited Practices:

The following activities are prohibited, including but not limited to:

- a) **Fraudulent Registration:** Using false, incomplete, or stolen data, or creating multiple accounts to bypass restrictions or abuse promotions.
- b) **Bonus Abuse:** Attempting to withdraw promotional funds without meeting volume requirements, or using strategies like hedging between accounts to exploit bonuses.
- c) **Arbitrage:** Exploiting technical errors, latencies, or price discrepancies between platforms, either manually or through automated software.

- d) **Abusive Hedging:** Opening opposite positions in own or third-party accounts to guarantee profits with no real risk.
- e) **Extreme Scalping or Sniping:** Rapid trades during high volatility events or with outdated prices to gain unfair profits.
- f) **Gap Trading:** Using price gaps between market closes and openings to obtain profits not anticipated by the Company.
- g) **Unauthorized Software:** Using bots, algorithms, or programs that interfere with the platform, manipulate prices, or violate our policies.
- h) **Money Laundering:** Quick deposits and withdrawals without significant activity, or using funds of illicit or unverifiable origin.
- i) **Payment Method Fraud:** Using stolen cards, third-party accounts, or requesting fraudulent chargebacks after withdrawals.
- j) **Collusion and Manipulation:** Coordinating with other traders to influence prices or engage in artificial trading activities (e.g., spoofing, layering, pump and dump).
- k) **Intentional Overleveraging:** Excessive use of leverage that compromises the financial stability of the platform.
- l) **Churning:** Generating excessive trades without legitimate purpose, solely to meet requirements or generate commissions.
- m) **Insider Trading:** Using non-public or confidential information for unfair advantages.
- n) **Non-compliance with KYC/AML:** Refusing or delaying the submission of required verification documents.

6.3. Detection and Monitoring:

Zeven Global employs automated systems, manual analysis, and any other tools deemed necessary to detect these practices. Determination of a violation will be at our sole discretion, without obligation to disclose the methods or evidence used.

6.4. Consequences:

Detection of any of these practices authorizes the Company to take immediate action as per Section 7, without liability to the Client.

7. Suspension, Restriction, and Account Closure

7.1. Company's Right:

We reserve the absolute and unilateral right to suspend, restrict, or close your account at any time, with or without prior notice, if:

- a) Prohibited practices are detected or suspected as per Section 6.
- b) You breach any provision of these Terms or our internal policies.
- c) Fraud, money laundering, illegal activities, or conduct harmful to our interests are suspected.
- d) KYC/AML verification requirements are not met within the stipulated deadlines.
- e) Required to comply with court orders, applicable regulations, or requests from competent authorities.

- f) We deem it necessary to protect the security, integrity, or stability of our platform, without further justification.

7.2. Associated Measures:

In case of suspension, restriction, or closure:

- a) Any profits obtained through prohibited practices will be voided at our discretion, without the Client having any claim.
- b) Funds in the account may be withheld indefinitely until the resolution of any internal or external investigation, without the obligation to pay interest or any compensation.
- c) The account may be permanently deleted, prohibiting the Client from re-registering under any identity or method.

7.3. Appeals:

You may submit a written appeal within 7 business days of receiving notification of the measure, accompanied by evidence supporting your position. The Company will review the appeal at its sole discretion, and its decision will be final and unappealable. Zeven Global is not required to justify or elaborate on the reasons for its resolution.

7.4. Absence of Liability:

Suspension, restriction, or closure of an account will not result in any liability to Zeven Global, even if the measure is later determined to have been taken in error or without sufficient cause.

8. Limitation of Liability

8.1. No Guarantees:

Zeven Global's services are provided "as is" and "as available," with no express or implied warranties of any kind, including, but not limited to, warranties of fitness for a particular purpose, continuous availability, or error-free operation.

8.2. Exclusion of Liability:

Zeven Global, its directors, employees, affiliates, or agents will not be responsible for:

- a) Financial losses arising from your trading decisions, market fluctuations, or any other circumstances.
- b) Interruptions, delays, or failures in our services due to technical issues, market conditions, force majeure, or any other factor beyond our reasonable control.
- c) Errors, omissions, or discrepancies in order execution, quotes, or data provided.
- d) Indirect, consequential, incidental, punitive, or special damages, regardless of the legal cause or theory invoked.

8.3. Indemnification:

You agree to indemnify, defend, and hold harmless Zeven Global and its affiliates from any claim,

demand, loss, cost, or damage (including legal fees) arising from your use of the services, breach of these Terms, or violation of any applicable law.

9. Intellectual Property

9.1. All content, software, designs, trademarks, and materials provided by Zeven Global are the exclusive property of the Company or its licensors and are protected by intellectual property laws.

9.2. You are prohibited from copying, modifying, distributing, reproducing, or using such materials without the express written authorization of Zeven Global. Any violation may result in legal action and the immediate closure of your account.

10. Privacy and Data Protection

10.1. The collection, use, and storage of your personal data will be governed by our Privacy Policy, available on our website, which is an integral part of these Terms.

10.2. We reserve the right to disclose your information to legal authorities, regulators, or third parties when required by law or when we consider it necessary to protect our interests, without the need for your consent or prior notice.

10.3. You acknowledge that transmitting data over the internet is not completely secure, and Zeven Global will not be responsible for unauthorized access or data loss outside our reasonable control.

11. Force Majeure

11.1. Zeven Global will not be liable for any failures or delays in the provision of services due to events of force majeure, including but not limited to natural disasters, war, terrorism, electrical failures, cyberattacks, regulatory changes, or any other circumstances beyond our control.

11.2. In such cases, we may suspend or modify our services without incurring any liability to the Client.

12. Dispute Resolution

12.1. Initial Negotiation:

Any dispute related to these Terms or our services should first be attempted to be resolved through direct communication with our support team within 30 days.

12.2. Jurisdiction:

If not resolved, disputes will be submitted exclusively to the jurisdiction of the courts of San José,

Costa Rica, applying the laws of the Republic of Costa Rica, excluding any other laws or forums that might apply.

12.3. Waiver of Class Actions:

You expressly waive your right to participate in class actions or joint legal proceedings against Zeven Global.

13. General Provisions

13.1. Entire Agreement:

These Terms, together with our Privacy Policy and any other document incorporated by reference, constitute the entire agreement between you and Zeven Global, superseding any prior understanding, agreement, or communication.

13.2. Severability:

If any provision of these Terms is declared invalid or unenforceable by a competent court, the remaining provisions will remain in full force and effect.

13.3. No Waiver:

Failure or delay by Zeven Global in exercising any right or remedy under these Terms will not constitute a waiver of such right, nor affect our ability to exercise it in the future.

13.4. Assignment:

You may not assign or transfer your rights or obligations under these Terms without our prior written consent. Zeven Global may assign this agreement or any part of it at its discretion, without the need to notify you.

13.5. Contact:

For any inquiries, please contact us at:

Zeven Global SRL

Ruta Nacional 310, Centro Comercial Plaza Amara, 4th Floor, Local 405, San José, Costa Rica

Email: soporte@zevenglobal.com

14. Miscellaneous

14.1. These Terms and Conditions are governed by and construed in accordance with the laws of Costa Rica, and you consent to the exclusive jurisdiction of the courts located in San José, Costa Rica for any legal proceedings.

14.2. You agree to comply with all applicable laws, regulations, and rules in your jurisdiction when using our services.

14.3. Zeven Global reserves the right to amend these Terms at any time. Any changes will be effective immediately upon their posting on our website, and your continued use of the services will constitute your acceptance of those changes.

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Effective Date: May 2025