



REFUND POLICY

UICOM – FZCO

UICOM — FZCO is an investment company specializing in investments in commercial and technological projects with high growth potential, based on conducted research.

The mission of UICOM — FZCO is to provide high-quality investment solutions and project management. We aim to combine expertise and innovation by offering access to the best investment opportunities at all stages of project development, from traditional instruments to venture capital, including PreSeed stages.

UICOM — FZCO (hereinafter referred to as the Company) is registered in accordance with the laws of the United Arab Emirates and is located at: Building A1, Dubai Digital Park, Dubai Silicon Oasis, Dubai, United Arab Emirates. Our official website: <https://uicom.ae> (hereinafter referred to as the "Website").

UICOM — FZCO strives to provide its clients with high-quality investment solutions and consulting services in project management. However, we understand that circumstances may arise that require a refund. This Refund Policy outlines the terms and procedures under which a refund for purchased services may be issued.

1. REFUND PRINCIPLE

We strive to ensure that every client is satisfied with our investment products, and meeting your needs is our priority.

This Refund Policy (hereinafter referred to as the "Policy") is designed to minimize financial and legal risks for UICOM — FZCO, as well as to ensure the protection of our clients' rights when purchasing the Company's investment products. If you enter into an agreement and purchase the Company's investment products, either in person or online, you fully assume responsibility for the decision you have made.

A refund to the client is only possible before the finalization of the contract and the issuance of a share certificate. Until this point, the client has the right to request a refund. Once the funds in the client's investment account are allocated and secured for a specific investment product, a refund will no longer be possible.

2. METHODS OF PAYMENT

We offer the following payment methods on our Website:

- Cashless payment via online banking;
- Bank transfer to the company's account upon request, according to the provided bank details;
- Other payment methods by prior written agreement with the Company via email.

The Company is not responsible for any losses related to the violation of this Policy. You are also responsible for any fees charged by your bank, intermediary bank, or other financial institution when depositing funds on our Website or by any other means.

3. CONDITIONS AND REFUND PROCESS

Before the funds are allocated and tied to a specific investment product, you retain the option to have them refunded, subject to the Company's decision. However, once the funds have been fully committed to the investment product you selected, a refund will no longer be possible.

To initiate the refund process, the client must contact the Company via email at company@uicom.ae before the contract is finalized. The request must include the following information:

- Full name of the client;
- Contact email and phone number provided during the payment process;
- Method of payment;
- Amount and date of payment.

Refund requests will only be accepted if the refund amount does not exceed the corresponding payment amount.

All received refund requests will be reviewed in accordance with the Company's existing policies and applicable legal regulations within no more than 14 (fourteen) business days.

If additional time is needed to process the request, the client will be notified.

By accepting this Policy, clients acknowledge that the Company is not liable for losses incurred as a result of using investment products.

The Company is also not responsible for refunding funds in the case of a "mistaken" or "unintentional" transaction, regardless of the client's subsequent actions. We will not be able to compensate such funds, as the processing of requests and other work requires the Company's resources.

4. CHANGES TO THE POLICY

UICOM — FZCO reserves the right to make changes to this Policy at any time. Updates will be posted on the Company's official website: <https://uicom.ae>.

Clients are encouraged to regularly check the refund policy section for any updates or changes.

5. CONTACT INFORMATION

If you have any questions regarding this Policy or would like to learn more about refund possibilities, please contact us via email at: company@uicom.ae.

We are always ready to assist our clients.