

General Terms and Conditions

1. Introductions

1.1. This website is an official website (hereinafter referred to as the "Website") of METAGOLD LLC, a company duly incorporated in Georgia, authorized by the Ministry of Justice of Georgia with reference number 404651248, being a brokerage company (hereinafter referred to as the "Company", "MetaGold", "we", "our", "us").

2. General Provisions. Acceptance of Terms and Conditions

2.1. These Terms & Conditions (hereinafter referred to as the "Terms and Conditions") govern the relations between you as a visitor, client, or potential client (hereinafter referred to as "you", "your") and MetaGold, and together with other agreements, policies, other documents allocated at the Website form the agreement between you and MetaGold, all covering use of the Website and/or brokerage trading activities carried out through the MetaGold trading platform. Your access to and use of our website is subject to these Terms and Conditions, other agreements, and any notices, disclaimers, statements, policies, as well as other documents, information contained on our website.

2.2. By using our website, you agree to be subject to the Terms and Conditions.

The Terms and Conditions constitute a public offer with standard conditions. This offer is considered accepted when you perform actions indicating your consent, such as accessing, using our website, our services. By doing so, you completely agree with the Terms and Conditions.

2.3. The information contained on the Website is not guaranteed, is strictly for information purposes only and subject to change without notice.

2.4. Although the information and materials allocated on our Website are based upon information that the Company considers reliable and endeavors to keep current, it does not warrant that the information or materials are current or accurate at all times and it should not be relied upon as such (safe for the Terms and Conditions, other agreements, policies remaining actual and complete). To the extent permitted by law, the Company does not accept any responsibility arising in any way from errors in, or omissions from, this information and materials.

2.5. If you disagree with any part of the Terms and Conditions, you should immediately cease using our website, services.

2.6. By accessing or using our services, you confirm that you were provided with access to the Terms and Conditions, other agreements and policies allocated at the Website before their acceptance, and you had sufficient time to review them carefully and copy them if needed.

2.7. You may only use our website and services, if you are not legally prohibited from receiving our services under the laws where you are residing, registered.

2.8. Your use of our website may be monitored by the Company, and the outcoming information may be used by the Company for its internal business purposes and other operating and regulatory processes. For details of your personal data handling please refer to our Privacy Policy.

3. Trading Accounts

3.1. Registration with MetaGold is only possible by completing the relevant forms and providing accurate, valid, and documented information by you.

3.2. MetaGold reserves the right to verify the information provided by you and, if necessary, request additional documents.

3.3. In case of any discrepancy with security policies or applicable regulations, MetaGold may suspend or, permanently or temporarily block the trading account.

3.4. MetaGold is committed to cooperating with regulatory bodies and competent authorities and will provide your information by the law if required.

3.5. Safe and stable use of MetaGold services is conditional upon your full compliance with all rules and conditions related to trading accounts.

3.6. Trading account management by unauthorized persons, without official approval from MetaGold, may lead to service restriction or termination.

3.7. In case of detecting suspicious or fraudulent activities, MetaGold reserves the right to temporarily or permanently block the trading account.

3.8. Using third-party identity documents or creating multiple trading accounts is considered a violation and will be subject to enforcement.

3.9. The security of the trading account information, including passwords and login credentials, is your sole responsibility. Any negligence in this regard shall be entirely your liability.

3.10. Under specific conditions and based on technical or security assessment, MetaGold is authorized to close positions or the trading account.

3.11. If abnormal behavior, algorithmic abuse, or the use of suspicious robots is detected, MetaGold reserves the right to temporarily or permanently suspend your trading account and pursue the matter.

3.12. You may create maximum 3 (three) demo accounts.

3.13. The minimum deposit required to activate a real (live) trading account is USD 100.

3.14. Requests to change leverage are only processed through coordination with you and approval by MetaGold.

3.15. Fund transfers between your trading accounts within MetaGold are entirely free of charge. For internal transfers, you must notify your personal support representative via WhatsApp or Telegram.

4. Orders and Prices

4.1. You are obligated to accept the prices quoted by MetaGold as the basis for executing trades.

4.2. Orders placed by you are submitted to the Liquidity Provider and executed within the same pricing framework.

4.3. MetaGold provides trading prices on a bid/ask basis by market standards.

5. Deposit and Withdrawal Rules

5.1. All fiat currencies and Tether (USDT) deposits must be made only from a bank account or wallet, cryptocurrency addresses owned by you. The use of third-party accounts, wallets, cryptocurrency addresses is not permitted.

5.2. The minimum deposit amount for Tether (USDT) is USDT 100.

5.3. Withdrawal requests are processed only during business hours, from 06:30 GMT to 14:30 GMT, Monday through Friday.

5.4. On Saturdays, due to the global market and broker closure, no fiat currency deposits and withdrawals or cryptocurrency withdrawals are processed.

5.5. On Sundays, fiat currencies deposits are confirmed, and withdrawals will be processed after 20:00.

5.6. For fiat currencies deposits, withdrawals from the account will not be possible for up to 72 hours upon deposit.

5.7. Fiat currencies withdrawals are processed via the PAYA settlement system and by local banking regulations.

5.8. The minimum amount that can be withdrawn from your account at MetaGold is USD 10 or its fiat currency equivalent.

5.9. Withdrawal fees are determined based on your selected method and may vary depending on the network or banking system used.

5.10. The withdrawal method must match the deposit method; for example, fiat currencies withdrawals are only available for fiat currencies deposits, and cryptocurrency withdrawals for cryptocurrency deposits.

5.11. The daily fiat currencies withdrawal limit is predefined and aligned with the limitations of banking system.

6. Brokerage Services

6.1. MetaGold, as a specialized broker, operates solely in the field of brokerage activity services and brokerage online trading, and holds no obligations beyond this scope.

6.2. Before initiating any trade, you are required to carefully review and assess the technical specifications of the symbols, trading account conditions, and related details.

6.3. Trades are only permissible within the authorized ranges and by the specified regulations. If these are not observed, the trades may be canceled.

6.4. In the event of technical disruptions beyond its control, MetaGold bears no responsibility for any potential losses resulting from such incidents.

6.5. Your trades shall be executed exclusively through the official Meta Trader 5 platform. MetaGold does not approve the use of other platforms.

6.6. You are required to carefully read and review the technical specifications, trading conditions, and details of instruments before initiating any trading activity. Informed decision-making is a prerequisite for responsible investing.

6.7. Spread levels and commission rates may vary depending on market volatility or liquidity conditions. You must refer to real-time information on the trading platform before executing trades.

6.8. Only trades executed through the MT5 platform and during authorized trading hours shall be considered valid.

6.9. Buy and sell orders are valid only at real-time prices. Orders submitted outside the current market price range will not be executed.

6.10. In the event of detecting irrational, unusual, or suspicious trades, MetaGold reserves the right to cancel such trades at its sole discretion.

6.11. The Client bears full responsibility for the consequences of their actions on the platform and shall compensate for any damages incurred as a result.

6.12. Any trades resulting from the exploitation of bugs are considered invalid and may be cancelled.

6.13. Any unauthorized use of incentives or deposit and withdrawal methods will result in service restrictions or termination.

6.14. The use of robots and automated trading tools (Expert Advisors) on the MetaGold platform is permitted, provided they operate non-destructively and in compliance with market regulations. You are obligated to use tools that behave logically and by standard trading practices.

7. No Advising or Similar Services

7.1. The information and materials on our Website have been prepared for informational purposes only (safe for the Terms and Conditions, agreements, policies and other documents forming an agreement, which remain actual and complete) without regard to any particular user's investment objectives, financial situation, or means, and the Company is not soliciting any action based upon it.

7.2. Any of the Company's material must not to be construed as a recommendation, or an offer to acquire, buy or sell, or the solicitation of an offer to acquire, buy or sell any securities, other trading assets, financial instrument, or to participate in any particular trading strategy in any jurisdiction in which such an offer or solicitation, or trading strategy would be illegal.

7.3. Provision of the information and materials on our website does not constitute nor should it be considered a recommendation that you enter into a particular transaction, nor a representation that any service described on our Website is suitable or appropriate for you.

7.4. You shall neither construe any of the material contained on the Website as business, financial, investment, hedging, trading, legal, regulatory, tax, accounting or other advice, nor make its content the primary basis for any investment decisions made by or on behalf of you.

7.5. You are advised to consult your personal financial adviser, attorney, and tax, and accounting and other advisors concerning any transactions.

8. Risk Management – Margin Call and Stop Out

8.1. The MetaGold trading platform is equipped with an automatic Stop Out feature to prevent excessive losses during critical conditions.

8.2. Ongoing monitoring of open positions and margin levels is among your core responsibilities. Failure to actively monitor may result in the closure of positions.

8.3. You must not rely solely on the expectation of receiving additional margin to maintain or increase trading positions. Financial decisions must be based on thorough and responsible analysis to be made by you.

9. Damages and Liability

9.1. In the event of damage to MetaGold arising from your actions, you shall be responsible for compensation.

9.2. MetaGold has no commercial partners or representatives for financial matters. The responsibility for verifying the authenticity of deposit and withdrawal gateways and using only the official platform infrastructure lies solely with you.

9.3. In emergency situations, unforeseen crises, or events beyond control (such as widespread communication outages, extreme market fluctuations, or natural disasters etc.), MetaGold reserves the right to temporarily suspend or restrict trading activities to prevent further damage to clients' assets.

9.4. MetaGold shall not be held liable for any potential losses resulting from such events that are beyond its control. These circumstances are managed within the framework of professional standards and by international practices.

9.5. The Company is not liable for any damages including, without limitation, damage to your computer or computer system or settings, loss of data, revenue or profits, which you may suffer arising out of your use, delay in using, or inability to access our website, or in any other way connected with our website, including from the downloading of any software from our Website. The Company disclaims any representation or warranty that the Website, other software or materials will meet your requirement or that the Website or any software will be uninterrupted, secure or free from errors or viruses.

9.6. Any services, data, tools on the Website are provided "as is" and on an "as available" basis. We reserve the right to update the information on our website at our discretion. To the maximum extent permitted by the law, we provide no expressed or implied warranties of accuracy, compatibility, reliability, wholeness, integrity, usefulness of our website. Any reliance you place on such information is therefore strictly at your own risk.

9.7. To the maximum extent permitted by law, we accept no liability to you in connection with the Website for any of the following, including but not limited to:

9.7.1. Any business or commercial losses, including loss of profits, income, revenue, anticipated savings, contracts, or business opportunities;

9.7.2. Any special, direct or indirect, incidental, punitive or consequential loss or damage;

9.7.3. Any errors, delays, disruptions, failures, non-availability, or suspensions in the functionality of our website;

9.7.4. Your action or inaction on our website, any deals made through our website;

9.7.5. Loss or corruption of any data, database or software;

9.7.6. Any other losses or damage that may be incurred through using our website, platform content.

10. Key Do's and Don'ts When Using MetaGold Services

10.1. Registration and User Information

10.1.1. Each client is only permitted to have one active user account. Re-registration using a previously used email address is not allowed.

10.1.2. Changes to identity information such as name, national ID number, or banking details can only be made with support team approval and the submission of valid documentation.

10.2. Deposits

Cryptocurrency (Tether) deposits must be made exclusively from secure and trusted wallets, cryptocurrency addresses. Using unverified wallets, cryptocurrency addresses may lead to delays or transaction blocks.

10.3. Withdrawals

10.3.1. Withdrawals exceeding USD 100 are only processed after final identity verification and notification to the personal support agent via WhatsApp or Telegram.

10.3.2. For fiat currencies deposits, withdrawals are not allowed for up to 72 hours.

10.4. Identity Verification

10.4.1. The registered first and last name must fully match the identification documents provided.

10.4.2. Only original, photo-bearing, valid, and legible documents are accepted.

10.5. Bonus

10.5.1. The bonus amount cannot exceed the trading account balance.

10.5.2. Any withdrawal (either of the principal or trading profits) made through Meta Trader will result in the complete removal of the active Bonus.

10.5.3. To activate a bonus on a trading account, the client must contact their personal support representative at MetaGold via WhatsApp or Telegram.

11. Copyright

11.1. All content available on the Website, our platform, is owned, controlled, or operated by us. Such content includes, but is not limited to, text, images, logos, trademarks, graphics, designs, software, data compilations, audio, video, page layout, and any other form of information that can be stored in a computer or device and is displaying on or forms a part of the Website, or our platform.

11.2. By accessing or using our website, platform you acknowledge and agree that such content is protected by copyright, trademarks, and any other intellectual property rights. Nothing on the Website, our platform must be interpreted as granting by implication or otherwise, any license or right to use any logo, trademark, or service mark displayed on our website, platform without the respective prior written consent.

11.3. Except where necessary in order to view the information on the Website on your browser, our platform, or as permitted under the applicable laws or the Terms and Conditions, no information or content on the Website, our platform may be

reproduced, adapted, uploaded to a third party, linked to, framed, performed in public, distributed or transmitted in any form by any process without our specific written consent.

11.4. Any third-party intellectual property used by us in the content of our website, platform should not be interpreted as meaning that the third-party owner sponsors, endorses or is in any way affiliated with us or with our business, nor that they make any representation regarding the advisability of using our products.

12. Prohibited Activities

12.1. You are strictly prohibited from using our website and services if you engage in any of the following behaviors, whether intentionally or unintentionally, including but not limited to:

12.1.1. Acting in a way that damages, or could damage, our website, platforms, including but not limited to the security and safety features, or interfering with other clients' access to our website, platform;

12.1.2. Engaging in activities related to money laundering, drug trafficking, terrorism, fraud, criminal acts, or any other illegal activities;

12.1.3. Infringement upon any intellectual property rights;

12.1.4. In any manner that damage or may damage our good name and repute;

12.1.5. Insulting, harassing or using offensive or discriminatory language against other users, our representatives;

12.2. Participating in any activities that are harmful, illegal, abusive, or violate the Terms and Conditions or any applicable laws or regulations.

13. Communication

13.1. Communication between MetaGold and you are conducted via email, official messaging apps, or other recognized methods defined by MetaGold.

13.2. MetaGold reserves the right to update the rules and terms of service if necessary. Such changes will be communicated through official channels.

13.3. MetaGold reserves the right to update the features or specifications of trading instruments based on market conditions and technical requirements. Changes will be communicated through official sources.

13.4. MetaGold reserves the right to adjust the Margin Call level based on market conditions or risk policies and will communicate such changes through official channels.

13.5. You are required to provide MetaGold with accurate, correct, and up-to-date information and to comply with the Terms and Conditions.

13.6. If any system bug or issue is identified, you are obligated to report it to our support team immediately.

13.7. In case of detecting any disruption or malfunction in the services, you are obligated to promptly notify MetaGold's support unit through official channels so that the issue can be reviewed and resolved in the shortest possible time.

14. Important Notes

14.1. Security and Speed: MetaGold uses advanced security protocols to protect users' information and financial, cryptocurrency transactions. All processes are conducted on secure and high-speed infrastructures.

14.2. Specialized Support: In case of any questions, uncertainties, or technical issues, clients can contact MetaGold's support unit through official channels. Dedicated support agents are ready to provide accurate and personalized solutions.

14.3. Support Hours:

- Monday to Friday: 04:30 to 20:30 (GMT time)
- Saturday: Closed
- Sunday: From 16:30 GMT onward

14.4. Violations and Unauthorized Behavior: Any action that contradicts the rules—including creating multiple accounts, engaging in arbitrage strategies, or exploiting system bugs—is considered a violation and will result in account suspension and legal prosecution.