



Terms & Conditions

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These Terms & Conditions govern your use of Trend Markets (trendmarkets.us). Please read them carefully before you register, deposit or trade.

Agreement to Terms

By accessing, registering on, or using the Trend Markets platform ("Platform", "we", "us"), you agree to be bound by these Terms & Conditions ("Terms"), our **Privacy Policy** and our **Risk Warning**. If you do not agree, you must not use the Platform.

We may update these Terms at any time. Material changes are announced on the Platform or by e-mail. Continued use of the Platform after a change means you accept the updated Terms. The current version is always available at trendmarkets.us/pages/terms.html.

Eligibility & Account Registration

To open and use a Trend Markets account you must:

- Be at least **18 years of age**, or the legal trading age in your country, whichever is higher
- Provide accurate, complete and up-to-date information (full name, e-mail address and a phone number, including your M-Pesa number where applicable)
- Verify your e-mail address with the one-time code we send to you
- Not live in, or access the Platform from, a place where binary options or similar trading is prohibited
- Hold **only one account** per person. Multiple accounts, shared accounts and accounts opened on behalf of someone else are not allowed and may be closed

We may refuse a registration, or suspend or close an account, where these requirements are not met.

Demo and Real Accounts

Every account has two balances that you can switch between from the balance selector at the top of the dashboard:

- **Demo account** - practice funds (virtual USD 10,000, refillable) for learning the Platform. Demo funds and demo winnings have no cash value, can never be withdrawn and cannot be transferred to the Real account.
- **Real account** - funded only by your own deposits (and any credited referral commission or promotion). Wins and losses on the Real account affect real money and only this balance can be withdrawn.

Demo results are for practice only and do not predict or guarantee results on a Real account.

Account Security & Two-Factor Authentication

You are solely responsible for keeping your login details confidential and for everything done through your account. You must:

- Use a strong, unique password and never share it with anyone
- Turn on **two-factor authentication (2FA)** from Menu > Two-Factor Auth, using an authenticator app, to protect your account and withdrawals



- Tell us immediately through the Support chat if you suspect unauthorised access
- Log out after each session on a shared or public device

Trend Markets staff will **never** ask for your password, your 2FA code or your M-Pesa PIN - not by e-mail, phone or chat. Report anyone who does. We send you e-mail alerts for new logins and password changes so you can spot misuse quickly.

Trading Rules

- Trades are placed on the live volatility indices using Rise/Fall, Even/Odd, Matches/Differ and Over/Under contracts. The payout percentage is shown before you trade and applies at the rate shown when you confirm.
- **All trades are final** once confirmed. They cannot be reversed, cancelled or amended.
- Minimum and maximum stake, deposit and withdrawal amounts apply as displayed on the Platform and may be changed from time to time.
- Trades already placed settle on our servers even if your connection drops; reopen the Platform to see the result.
- We may void trades affected by a technical error, system malfunction or clearly erroneous price, and restore the stake.
- Deliberately exploiting errors, glitches, latency or unfair advantages is prohibited and may lead to account closure and forfeiture of the funds concerned.

Auto Trading & AI Scanner

Take Profit, Stop Loss, Multiplier, Auto trading and the AI Scanner are tools that help you manage and speed up your own trading. By using them you agree that:

- They do not predict the market and **do not guarantee profit**. Past results do not guarantee future results.
- You remain fully responsible for every trade placed on your account, whether manual or automatic.
- A Multiplier (stake multiplied after a loss) increases risk quickly. Always set a sensible Stop Loss before starting an automated session.
- You can stop Auto trading at any time. Trend Markets is not liable for losses from automated trades.

Deposits

- You can deposit through the methods shown on the Deposit screen, mainly **M-Pesa** (STK push to your phone, processed through our payment partners PayHero and PalPlus), and cryptocurrency addresses (Binance USDT, Bitcoin) where shown. Available methods may change.
- The minimum deposit is shown on the Deposit screen (currently USD 5 or the equivalent). Amounts are credited to your Real balance once the payment is confirmed, normally within moments. You receive a confirmation e-mail.
- Only deposit from a payment account that belongs to you. Deposits made with stolen, borrowed or fraudulent funds will be frozen and the account closed.
- Trend Markets does not charge deposit fees; mobile-money operators, banks, networks and payment processors may charge their own fees.
- Trading is not a loan or credit product. **We do not lend money**, extend credit or offer trading on margin, and you may not trade with borrowed funds.

Withdrawals

- Withdraw from the Deposit/Withdraw screen. The minimum and maximum withdrawal are shown on the screen (currently a minimum of USD 5). Only your Real balance can be withdrawn.
- Withdrawals are sent through M-Pesa (via PalPlus, with PayHero as a back-up route) to the phone number you confirm, and to the same method used for your deposit where possible. Check the number carefully - we cannot recover money sent to a number you entered incorrectly.
- We may ask you to complete **identity verification (KYC)** before a withdrawal is processed, and verified accounts may enjoy higher limits and faster processing. Some withdrawals are reviewed manually.
- You are e-mailed when a withdrawal is completed. If a withdrawal fails or is declined, the full amount is returned to your Real balance together with the reason.
- We may delay or refuse a withdrawal that looks suspicious, breaches these Terms, or must be held for security, anti-fraud or legal reasons, until the matter is resolved.
- Trend Markets is not responsible for delays caused by mobile-money operators, banks or other third parties.

Identity Verification (KYC) & Anti-Money Laundering

To meet security and anti-money-laundering obligations we may ask you to verify your identity from Menu > Verify Identity: your full legal name, date of birth, document type (National ID, Passport or Driving Licence), a clear photo of the front (and back where it carries information) and a selfie. Submitting false, altered or someone else's documents is prohibited and leads to closure of the account.

Verification outcomes (pending, verified, failed) are shown in your account and e-mailed to you. We may re-check your documents or request more information at any time.

Promotions & Bonuses

Offers, promotions and news are published under Menu > Promotions and may be sent by e-mail or push notification. Each offer has its own conditions, shown when it is announced.

- We may change, suspend or withdraw a promotion at any time. Unless the offer says otherwise it is limited to one per person.
- Credits that carry trading-volume or other conditions cannot be withdrawn until those conditions are met.
- Abuse of a promotion - for example with multiple accounts - may lead to the credit being removed and the account closed.

Referral Programme

- From Menu > Refer & Earn you receive a personal referral code and link. When a friend registers with your link and makes a qualifying **first deposit**, you earn the current commission rate (shown on the Refer & Earn page, currently 10% of that first deposit), credited to your account.
- Self-referrals, fake or duplicate accounts and any other fraudulent referral are prohibited; commission will be reversed and accounts may be closed.
- We may change the commission rate or end the programme at any time. Referral earnings follow the same withdrawal rules as other funds.

Communications & Notifications

By registering you agree to receive messages about your account:

- **Service e-mails** from transaction@trendmarkets.us: verification and login codes, welcome, deposit, withdrawal and KYC updates, security alerts and account notices. These are necessary for your account and cannot be switched off.
- **Promotional e-mails** from marketing@trendmarkets.us: offers, news and alerts. You can ask us through the Support chat to stop promotional e-mails at any time.
- **In-app and push notifications** if you enable them in your browser or device.

Always check that a message really comes from trendmarkets.us. For help, please use the Support chat rather than replying to these e-mails.

Support

Support is provided through the **Support chat** inside your Trend Markets dashboard. That is the fastest and only official way to reach us about your account, deposits and withdrawals.

We answer in the chat as quickly as we can. Where a request needs review (for example a withdrawal, a verification or a suspension) we will update you in the chat or by e-mail.

Prohibited Conduct

The following is prohibited and may lead to immediate suspension or closure of the account and forfeiture of funds obtained through the conduct:

- Money laundering, fraud, terrorist financing or any other illegal activity
- Using bots, scripts or tools not provided by Trend Markets to place trades or to interfere with the Platform
- Opening multiple accounts, or abusing promotions or the referral programme
- Trying to hack, probe, overload or otherwise disrupt the Platform or its infrastructure
- Giving false information or impersonating another person
- Using the Platform from a place where trading of this kind is prohibited
- Harassment, abuse or threats towards staff or other users

Account Suspension, Ban & Review

We may restrict, suspend or close an account where we reasonably believe these Terms have been broken, where the law or a payment partner requires it, or to protect users and the Platform. The reason is shown to you when you try to sign in.

- If your account is suspended you can ask for a **review** using the "Request a review" link shown on the sign-in page. Explain what happened and our team will answer by e-mail.
- While an account is under review, trading, deposits and withdrawals may be paused. A decision may be to restore the account, to keep it restricted, or to close it.
- Where an account is closed for a serious breach (such as fraud or money laundering), balances connected to the breach may be withheld and, where required, reported to the authorities.
- You can close your own account at any time by contacting us through the Support chat; withdraw your Real balance first.

No Refunds & Final Settlement

- Completed trades, wins and losses are final and are not refundable. A loss is part of the risk you accepted.
- Deposits are credited to your trading balance and are returned only through a normal withdrawal request (subject to verification and these Terms), not as a refund to the original payment method.
- Where an error on our side wrongly debits or credits your account, we will correct it, and we may reverse amounts credited by mistake.
- Disputes about a payment should first be raised through the Support chat so we can investigate with the payment partner.

Limitation of Liability

To the maximum extent permitted by law, Trend Markets, its owners, staff and partners are not liable for:

- Trading losses, whether from manual trading, Auto trading, the AI Scanner or market conditions
- Loss of profit, data or opportunity arising from use of the Platform
- Downtime, technical faults or connectivity problems outside our reasonable control
- Acts or delays of payment processors, mobile-money operators, banks or other third parties
- Unauthorised access resulting from your failure to keep your account secure

Our total liability to you for any claim arising out of or connected with these Terms shall not exceed the funds held in your Real account at the time of the claim.

Governing Law & Disputes

These Terms are governed by the laws that apply to the operation of Trend Markets, unless mandatory consumer-protection law where you live gives you stronger rights. Please raise any complaint through the Support chat first; we aim to resolve it fairly and promptly. If we cannot, either side may take the matter to the competent courts.

Contact

Support is provided through the **Support chat** inside your Trend Markets dashboard. That is the fastest and only official way to reach us about your account, deposits and withdrawals.

Trend Markets - trendmarkets.us

Need help?

Open the **Support chat** inside your Trend Markets dashboard. Policies: trendmarkets.us/pages/terms.html · [/pages/privacy.html](https://trendmarkets.us/pages/privacy.html) · [/pages/risk.html](https://trendmarkets.us/pages/risk.html)