



Terms & Conditions

This page contains important information about the terms and conditions applicable to your trading and demat account with South Asian Stocks Ltd. (hereinafter referred to as "Stocko" or "we").

Stocko, as a Trading Member of NSE and BSE, is registered with the Securities and Exchange Board of India ("SEBI") under Registration No. INZ000164738 for the Cash, Derivatives, and Currency Derivatives segments of NSE and BSE. Additionally, it holds SEBI Registration No. INZ000089835 for Commodity trading (Member ID: 55215). Depository services for your account will be facilitated through South Asian Stocks Ltd., a Depository Participant operating with NSDL as the Depository, under SEBI Registration No. IN-DP-474-2020.

Your access to and use of your account are subject to your compliance with all the terms and conditions outlined herein. Please read this page carefully and keep it for future reference.

The website is owned, operated, and maintained by Stocko, with its registered office located at 3rd Floor, Building No. 5, Local Shopping Complex, Rishabh Vihar, Near Karkarduma Metro Station, East Delhi - 110092.

General terms and conditions

Before availing of online trading services, the client must complete the registration process as prescribed from time to time. The client should follow the instructions provided on the website to register as a client.

The client agrees that all investment and disinvestment decisions are based solely on the client's own evaluation of financial circumstances and investment objectives. This includes decisions made based on any information provided on Stocko's website. The client agrees not to hold Stocko or any of its officers, directors, partners, employees, agents, subsidiaries, affiliates, or business associates liable for any trading losses, costs, or damages incurred as a result of relying on investment information, research opinions, advice, or any other material or information available on the website, in literature, brochures issued by Stocko, or any other materials from agencies appointed or authorized by Stocko.

The client is advised to seek independent professional advice regarding the suitability of any investment decisions. Furthermore, the client acknowledges that employees of Stocko are not authorized to provide investment advice and agrees not to solicit or rely upon any such advice from Stocko or its employees.

Security precaution and password

Stocko will provide the client with a username and a trading password, enabling them to access online trading facilities through the Stocko website, over the telephone, or through any other methods permitted by Stocko. Additionally, Stocko may provide the client with a username and password to access its back-office for various reports and related services.

All terms regarding the use, reset, and modification of such passwords shall be governed

by the information provided on the website.

The client acknowledges that Stocko's online trading system generates the initial password and that Stocko does not have access to it. The client agrees and undertakes to immediately change the initial password upon receipt. The client further understands that any subsequent passwords are neither known to nor accessible by Stocko.

The client shall be responsible for maintaining the confidentiality and security of their username and password and shall be solely accountable for all orders placed and transactions executed by any person using Stocko's online trading system with the client's username and/or password, regardless of whether such person was authorized to do so.

The client shall immediately notify Stocko of any unauthorized use of their username or password, providing full details of the unauthorized use, including the date of the incident, the manner in which it occurred, the transactions affected by such unauthorized use, and any other relevant information.

The client acknowledges that they are fully aware of and understand the risks associated with using online trading services via the internet, including the risk of misuse and unauthorized use of their username and/or password by a third party, as well as the risk of someone hacking into the client's account on Stocko's online trading system and placing unauthorized orders on their behalf. The client agrees to be fully liable and responsible for any unauthorized use and misuse of their password and/or username, as well as for any actions taken by any person through Stocko's online trading system using the client's username in any manner whatsoever.

Without prejudice to the provisions mentioned above, the client shall immediately notify Stocko in writing with full details if they discover or suspect unauthorized access to their username, password, or account, if they notice discrepancies that may be attributed to unauthorized access, if they forget their password, or if they discover any security flaw in Stocko's online trading system.

Orders

All orders for the purchase, sale, or other dealings in securities, and any other instructions routed through the Stocko Trading System via the client's username, shall be deemed to have been given by the client.

The client agrees to provide information, such as customer details, user identification number, and any other information as may be required while placing orders via telephone, to verify the identity of the client.

Orders, instructions, contracts, transactions, and their settlement will be carried out in accordance with the Exchange provisions.

Stocko may, from time to time, impose and vary limits on the orders the client can place through Stocko's online trading system, including exposure limits, turnover limits, limits on the number, value, and/or type of securities for which orders can be placed, and limits on the companies for whose securities orders can be placed. The client is aware and agrees that Stocko may need to vary or reduce these limits or impose new limits urgently based on Stocko's risk perception and other factors deemed relevant by Stocko. The client also acknowledges that Stocko may be unable to inform the client of such changes in advance. The client agrees that Stocko will not be responsible for any variation, reduction, or imposition of limits or for the client's inability to place

orders through Stocko's online trading system due to such changes.

The client understands and agrees that Stocko may, at any time and at its sole discretion, without prior notice, prohibit or restrict the client's ability to place orders or trade in securities through Stocko.

Although orders will generally be routed to the exchange's computer systems within a few seconds from the time the client places the order on Stocko's online trading system, Stocko shall not be liable for any delay in the execution of any order or for any resultant loss due to such delay.

The client agrees that Stocko may impose scrip wise surveillance or other conditions, such as scrip wise limits. The client also understands that Stocko may impose different surveillance measures for each client based on Stocko's risk perception and other factors deemed relevant by Stocko.

In the case of a market order, the client agrees that the order will be executed at the price determined by the exchange's computer system, which may differ from the price at which the security is trading when the order is entered into Stocko's online trading system.

Trading, Settlement, and Accounts

The client agrees that all orders placed through the website will be forwarded by the system to the Exchange. Orders placed outside the website will be forwarded by the system to exchange terminals or any other order execution mechanism at Stocko's discretion. If an order is placed during trading hours, it will be routed to and executed on the market system.

Online confirmation will be sent to the client via email or SMS after the order is executed (if subscribed), and this shall be deemed valid delivery by Stocko. It is the client's responsibility to review all confirmations of orders, transactions, or cancellations immediately upon receipt, whether delivered by email or any other electronic means. If any confirmations are not received within a stipulated time, the client must follow up with Stocko.

The client shall notify Stocko in writing (via email or fax) of any errors in reports, confirmations, or contract notes of executed trades (including execution prices, securities, or quantities) within 24 hours of receipt. Any other discrepancies must also be notified in writing within 24 hours from receipt of the first notice. Stocko reserves the right to accept or reject the client's objections.

Stocko may receive reports of transactions and status from exchanges or other parties late, and may send late reports to the client. The client agrees not to hold Stocko responsible for any losses resulting from delayed or erroneous reports, statements, or errors in reports received from exchanges.

If, for any reason, the markets close before an order is accepted by the Exchange, the order may be rejected. The client agrees that Stocko may reject orders if they are rejected by the Exchange. In such cases, the order will remain declined and will not be reprocessed.

Stocko, at its sole discretion, may reject any order placed on the website or by any other means, for reasons including, but not limited to, insufficient funds in the client's trading account, insufficient securities in the client's Demat account, margin insufficiency for margin trading, suspension of scrip-specific trading activities, or the application of circuit breakers to a scrip. If an order is not accepted on the website for any reason, Stocko has the right to treat the order as

having lapsed.

The client understands that electronic trading systems at the Exchange or Stocko's office may experience temporary disruptions, breakdowns, or failures. In the event of non-execution of orders or cancellations due to such issues, Stocko may cancel requests and will not be liable for any losses the client may incur due to such disruptions beyond Stocko's control.

Stocko may, at its discretion, permit the execution of orders regardless of the balance in the client's account.

The client agrees to adhere to and be bound by all rules, regulations, and bye-laws of the Exchange regarding transactions carried out by Stocko on the client's behalf, and orders placed via the website or any other method.

Stocko will not be responsible for any orders made by the client in error. Every order placed by the client using their username and security code will be considered valid, and the client will be fully responsible for such orders.

Cancellation or modification of an order is not guaranteed. An order will only be cancelled or modified if the client's request is received and successfully processed before the order is executed. Market orders are subject to immediate execution wherever possible.

The client shall not presume an order has been executed, cancelled, or modified until confirmation is received from Stocko. Due to technical factors, there may be delays in confirmation transmission, and such delays shall not entitle the client to assume the order has not been executed, cancelled, or modified unless Stocko has confirmed otherwise in writing.

Pending orders will be governed by the exchange's systems after the market closes for the day.

Stocko will issue contract notes within 24 hours of the execution of a trade, in accordance with SEBI (Brokers and Sub-Brokers) Rules and Regulations, 1992. If the contract note is issued in physical form, it will be sent by courier to the client's address as per this agreement or any other address provided. Alternatively, the client agrees to receive the contract note in digital form via email. Stocko will not be responsible for non-receipt of trade confirmations due to a change in the client's correspondence address if not notified to Stocko in writing. It is the client's responsibility to review trade confirmations, contract notes, bills, or account statements immediately upon receipt. Any objections must be made in writing to Stocko within 24 hours; otherwise, the confirmations will be deemed correct.

Stocko may allow or disallow the client from trading in any security, class of securities, or derivatives contracts and impose conditions, including scrip-wise conditional trading, as deemed necessary from time to time.

Login Confidentiality

You agree and confirm that any instructions made via your online trading account, which require your credentials to log in (known only to you), are placed by you.

Your Login ID, Password, Date of Birth (DOB), PAN, and other login/trading account details are uniquely known only to you and no one else. You must not share your trading account details, login preferences, or combinations with any third party. If you share such login details with another person, you understand that you will be fully responsible for any risks or liabilities arising from

instructions placed by such third party using your account, and you agree to indemnify Stocko for any resulting consequences.

Stocko, either directly or through any of its agents, employees, or directors, will never ask you for any login details, such as your password or OTP, in any manner whatsoever.

Security & Record Maintenance

You authorize Stocko to maintain records of all transactions, keep a portfolio view of your holdings and securities, and notify you regarding each transaction or instruction placed from your account through emails, notifications from your trading account, or any other method.

Logs of all instructions and transactions placed by you will be maintained for audit purposes. These records may or may not be visible in the back-office section of your online trading account.

All client logins and consents are protected by SSL-certified 256-bit encryption. All transactions and instructions placed by you are safeguarded behind a secure firewall. For information security and to maintain the source of origin, Stocko may store details such as the IP address, device used, and the date and time of transactions or instructions for a limited time.

Intraday Positions Square-off Timings

Square-off initiates as per the following schedule:

- **Equity** – 3:20 PM
- **Equity Futures & Options** – 3:20 PM
- **Currency Futures & Options** – 4:50 PM
- **Commodity Futures & Options (Session 1)** – 4:50 PM
- **Commodity Futures & Options (Session 2)** – 11:00 PM (11:30 PM during winter sessions)

Note: Square-off timings may vary by a few minutes before market closing.

Refund Policy

Stocko operates in the Capital Markets and Derivatives markets, and we have designed our processes to make it easy for clients to open accounts online. A client can request a refund if the account opening process is pending, and the amount will be refunded once the client shares their payment details. However, there will be no refund once the account is activated.

Additionally, any funds transferred after the account is opened will be credited to the client's account only if received from a linked account. If funds are received from any other account, they will be refunded upon submission of proper bank details. All refunds will be initiated and completed within 7 days of receiving all necessary details.

Cancellation / Termination Policy

The opening of a Trading and Demat account with us takes approximately 24 working hours. You may place a cancellation request with our support team within 12 hours of submitting your application. Upon receipt of the cancellation request, the account opening process will not proceed.

Fees and Brokerage

The Client agrees to pay STOCKO brokerage, commission, fees, service tax, and other taxes and transaction expenses as they exist from time to time and as applicable to the Client's account, transactions, and services provided by STOCKO.

A schedule of brokerage, fees, commissions, applicable service and other taxes, and transaction expenses will be provided by STOCKO to the Client upon request.

Investment or Any Other Advice

The Client agrees that none of the services available on the website shall constitute investment advice on the part of STOCKO.

In the event that STOCKO or any employee or official of STOCKO provides any information, recommendation, or advice to the Client, the Client may act upon it solely at their own risk and cost, and STOCKO shall not be liable or responsible for any outcomes.

STOCKO, along with its officers, directors, partners, employees, agents, and affiliates, will not be held liable for any investment decisions or transactions made by the Client.

Miscellaneous

STOCKO does not warrant that the service will be uninterrupted or error-free. The service is provided on an "as is" and "as available" basis, without warranties of any kind, either express or implied, including, but not limited to, those of merchantability and fitness for a particular purpose.

The Client agrees that STOCKO shall not be held responsible for any delays in the transmission of orders due to system breakdowns or failure of communication facilities, whether caused by STOCKO's systems, the Exchanges, or any other reason, or for any delay beyond STOCKO's reasonable control due to such breakdowns or failures.

The Stock Exchange, Mumbai is not in any way answerable, responsible, or liable to any person or persons for any acts of omission or commission, errors, mistakes, and/or violations, whether actual or perceived, by us, our partners, agents, associates, etc., regarding any of the Rules, Regulations, Bye-laws of the Stock Exchange, Mumbai, SEBI Act, or any other laws in force from time to time.

The Stock Exchange, Mumbai is not answerable, responsible, or liable for any information on this website or for any services rendered by our employees, our servants, or us.

Further for any complaints client can visit Exchange URLs here [NSE](#) , [BSE](#) and [MCX](#)

The Client hereby confirms and authorizes STOCKO to send promotional content through email, voice calls, SMS, or any social media channels, including but not limited to WhatsApp, Facebook, Twitter, Telegram, etc.

Any modifications to this Agreement shall be made solely at the discretion of STOCKO and will be communicated to the Client through a suitable modification to the terms and conditions or any other applicable section on the website, or in any other manner.

Additional links for reference

<https://www.mcxindia.com/Investor-Services>

<https://www.mcxindia.com/about-us/legal-framework>

Changes to Our Policy

Please note that this policy may be updated or changed from time to time without prior intimation.