

Headway Giftshop



1. General terms

1.1 Headway Giftshop (hereinafter the “Promotion”) is a promotion by Headway (hereinafter the “Company”) where clients trade lots and collect reward scores (hereinafter the “Crowns”) to exchange for guaranteed gifts.

1.2 Clients who have joined the Promotion are Participants (hereinafter the “Participants”). Participants can be both the Company’s traders and partners.

1.3 To join the Promotion, a Participant must sign up in the Personal Area and click the “Join now” button in the Giftshop section or on the Dashboard.

1.4 By clicking the button “Join now” a Participant receives two Crowns added to their balance. Participants can earn more Crowns by trading lots on real accounts (i.e. real Cent, Standard, or Pro).

1.5 Crowns can be exchanged for gifts currently available in the Personal Area, Giftshop section.

1.6 By participating in the Promotion, Participants agree to be bound by these Terms and Conditions as well as the Client Agreement available on the Company’s website (<https://hw.site/> or on any other official domain).

1.7 Crowns are a customer reward and do not constitute a financial obligation or liability of the Company. The Company reserves the right to cancel, deduct, or void any or all Crowns from a Participant's balance at any time and at its sole discretion, without prior notice or explanation.

2. Crowns calculation

2.1 In the Promotion, Crowns are the internal currency that can be exchanged for guaranteed gifts and rewards.

2.2 The Crowns calculations are made according to the formula:

1 Crown = 1 traded lot equal to a standard lot on the Standard and Pro accounts.

2.3 On a Cent account and for specific groups of trading assets, the lot calculation is as follows:

– 1 lot on a Cent account = 0.01 lot on a Standard and Pro account;

– 1 lot of the Stocks (USA), Crypto, Indexes (Majors, FX), Energies, and Index instruments = $1 * \text{Contract size} * \text{Price} / 100,000$;

– 1 lot of the Indonesian stocks and indexes = $1 * \text{Contract size} * \text{Price} / (15\,000 * 100,000)$;

– When closing positions using 'Close by', the trading volume for such transactions is calculated as half of the volume of each position.

2.4 The Crowns are credited once at least a micro lot (0.01 of a standard lot) is traded on a Participant's real account.

2.5 Crowns’ credit and debit history is available on the Order history page, Giftshop section.

2.6 Participants can monitor their progress in the progress bar (Giftshop section) or on the Dashboard (Giftshop widget.) The progress bar in the Personal Area shows how many Crowns a Participant has now and how many they need to claim the chosen gift.

2.7 Crowns are not credited for trading on demo or bonus accounts.

3. The Gift list

3.1 The Gift list page in the Giftshop section provides all current information regarding the availability of gifts.

3.2 The list of gifts may change. Participant agrees that proper notification of Giftshop conditions and changes in the list of gifts is made by publishing the changes in the Personal Area.

3.3 The quantity of Crowns required for a gift may differ by country.

3.4 If a gift becomes unavailable after a Participant has ordered it, a representative of the Company from the Customer Care team or a personal manager will contact them to provide an alternative option.

3.5 A Participant can get any number of gifts of the same kind if they have enough Crowns to claim it.

3.6 The list of gifts that may be available in the Promotion is presented on the Gift list page, Giftshop section.

4. Claiming and shipping of gifts

4.1 After signing in for the Promotion, a Participant can add a favorite product from the Gift list to the Dashboard widget. To do so, a Participant can go to the Gift list and select any gift from the catalog. The favorite gift can be changed at any time.

4.2 When a favorite gift is selected, a Participant can monitor their progress in the progress bar on the Dashboard and see how many Crowns are already collected for claiming it.

4.3 To claim a gift, a Participant must trade a certain amount of lots and collect the Crowns required for a gift.

4.4 The current number of Crowns required for gifts is available on the Gift list page, Giftshop section.

4.5 Once a Participant has collected enough Crowns, they can claim a gift in its description card. The Participant can see all gifts available for their collected Crowns and can claim any of them.

4.6 To order a gift, a Participant must fill in an ordering form and provide personal details: first and last name, contact number, country, and address. The Company will use this information only to ship the gift to the Participant.

4.7 Once the gift is ordered by a Participant, Crowns are charged off the Participant's balance.

4.8 In case an order is canceled for any reason, all Crowns are credited in full back to the Participant's balance.

4.9 In case the Company needs additional details for shipping, a Headway representative from the Customer Care team or a personal manager will contact the Participant.

4.10 The Company does not deliver gifts to the third party. The Company delivers gifts directly to the address of the Client who placed the Order in the Personal Area.

4.11 Participants can see the full list of their claimed gifts, their shipping status, and tracking information on the Order history page, Giftshop section.

4.12 The Company, its associates, employees, and affiliates take no responsibility for any gift's defects, damage, theft, delays, or loss in transit, once the gift has been paid for or shipped by the Company.

4.13 In case of shipping to a Participant's country comes with service fees or taxes, all the additional charges are handled by the receiving party.

4.14 The Company sends gifts within a month (30/31 days) from the date of request. However, the delivery of the gift may be delayed due to circumstances beyond the Company's control. If the shipping to a Participant region is unavailable, a Headway representative from the Customer Care team or a personal manager will contact the Participant to provide an alternative option.

4.15 If the gift item requested by a Participant is out of stock, the Company can replace it with an alternative gift of the same price category without prior notice. The gift design may slightly differ from the one shown on the Company's website and in the Personal Area.

4.16 gifts are given out on an "as it is" basis and are not transferable, exchangeable, or redeemable for anything else. All warranties and representations in relation to the gifts are expressly excluded to the extent not prohibited by law.

4.17 The gift design may differ from the one presented in the Personal Area.

5. Other conditions

5.1 Headway reserves the right to:

5.1.1 Charge off Crowns in part or in full if the Company suspects fraudulent activities.

5.1.2 Stop rewarding Participants with Crowns if the Company suspects fraudulent activities.

5.1.3 Change or update the Terms and Conditions of the Promotion and the reward schedule at any time, with or without prior notice.

5.1.4 Cancel the rewards announced earlier.

5.1.5 Remove a Participant from the Promotion without prior notice and Participant's consent, if the Company suspects or has reason to believe that the Participant has more than one account under the Promotion.

5.1.6 Disqualify a Participant if the Participant acts in bad faith, abusively, fraudulently, or in a manner that is not in line with the terms of the Client Agreement, Partners Agreement, and any other agreement between the Company and the Participant.

5.1.7 Disqualify a Participant if there is reasonable suspicion that the trading volume corresponding to a Participant is derived by error, fraud, or any doubtful operations.

5.1.8 Use a Participant's name, photo, and video materials for marketing purposes. A Participant may be selected for an interview for promotional purposes. The Company may contact Participants at their convenience to know their opinions.

5.2 The Promotion runs indefinitely, or until the Company decides to terminate it. In case the Promotion terminates, no Crowns are further credited to a Participant's balance for trading from the date of termination.

5.3 Except for any liability that cannot be excluded by law, the Company (including its representatives, employees, and partners) excludes all liability (including negligence) for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way from the participation in the Promotion, including, but not limited to, where arising from the following:

- any technical difficulties or equipment malfunction (whether or not under Company's control);
- any theft, unauthorized access, or third-party interference;
- any entry or gift claim that is late, lost, altered, damaged, or misdirected (whether or not after their receipt by the Company) due to any reason beyond the reasonable control of the Company;
- any variation in gift value to that stated in these Terms and Conditions;
- any tax liability incurred by a Participant.

5.4 A Participant acknowledges that Forex and CFDs are leveraged products that involve a high level of risk. When trading in such products, Participants can lose all of their invested capital. These products may not be suitable for everyone. Participants should ensure that they understand the risks involved. Participants should seek independent advice if necessary.

6. Claims

6.1 All claims and suggestions may be forwarded to care@hw.site.