

Refund Policy

Enter Crypto Exchange Platform Name here

1. General

- 1.1 This Refund Policy is deemed a binding agreement between the Client and Finligue Grupp OÜ.
- 1.2 By using or otherwise accessing the Services, or clicking to accept or agree to Refund Policy where that option is made available, Client agrees for eligibility for use of the Services and that client has read, understood, and accepted the refund policy.

2. Company Details

Finligue Grupp OÜ (under its a trade name Crypto1.io), with a registered and operational address is Harju maakond, Tallinn, Kesklinna linnaosa, Tuukri tn 19-315, 10152, Estonia.

3. Definitions

- 3.1 Refund- Return of the monetary funds transferred to www.cryptol.io to the client.
- 3.2 Client- Registered verified account holder on www.cryptol.io
- 3.3 Chargeback- Monetary fund returned to the Client by the issuing bank, and not by the Platform.
- 3.4 Platform-Internet site operating exchange of FIAT to virtual currency, such as a cryptocurrency.
- 3.5 Virtual Financial Asset- As used herein, “Virtual Financial Asset”, also called “convertible virtual currency,” “cryptocurrency,” or “digital goods”, such as bitcoin or ether, which is based on the cryptographic protocol of a computer network that may be:
 - 3.5.1 Centralized or decentralized,
 - 3.5.2 Closed or open-source, and:
 - 3.5.3 Used as a medium of exchange and/or store of value.

4. General Conditions

- 4.1 The Client who has paid for Finligue Grupp OÜ services, i.e. paid a transaction fee, or has funded his account, may request a Refund in accordance with the Eligibility Criteria as further set out herein.

- 4.2 Refunds will only be considered where the Client complies with the Eligibility Criteria in full.
- 4.3 Where the Client fails to meet any of the Eligibility Criteria, Finligue Grupp OÜ shall have the right, in its sole discretion, to decline the Client's request for a Refund.
- 4.4 In order to apply for a Refund, the Client must request and complete a Refund Form and send the respective form to the Finligue Grupp OÜ support address - support@crypto1.io
- 4.5 To prevent Prohibited Conduct, all payments and information related to Refund shall be verified by Finligue Grupp OÜ.
- 4.6 In such case, Finligue Grupp OÜ may request the Client to provide certain documents, including, but not limited to, identification documents, copy of the Client's Payment Card and Invoice or/and any other prove of the fact that the disputed payment was made.
- 4.7 In case the Client fails to provide appropriate documents or information within three (3) days upon Finligue Grupp OÜ Compliance Department request, or in case of any doubts as to the authenticity of the provided documents, Finligue Grupp OÜ shall be entitled to decline the Client's Refund request.
- 4.8 Finligue Grupp OÜ shall process the Client's Refund Form as soon as it is reasonably practicable. Response times will vary depending on stated reasons for the request. In any case, Finligue Grupp OÜ shall notify the Client on the outcome of the request in accordance with the timescales set out herein.
- 4.9 The Refund request will only be approved or declined after meticulous verification made by Finligue Grupp OÜ Compliance Department.
- 4.10 Note: The submission of a Refund Form does not guarantee that the Client's request will be satisfied.

5. Cryptocurrency Transactions

- 5.1 Refunds are not possible for all transactions where the Client is purchasing a Cryptocurrency. However, in case the Client changed his mind and would like to return the purchased Cryptocurrency, Finligue Grupp OÜ may, but is not obliged, to be able to buy it back based on **the current market rate** minus the service fee for the transaction. Service fees will be deemed on a case by case basis.

- 5.2 In other words, the Client can exchange the purchased Cryptocurrency (i.e. Bitcoin) for any existing FIAT Currency (i.e. EUR) and in any Payment Method (i.e. Credit Card payment or Bank Transfer).
- 5.3 The reason for the above policy is due to the volatility of Cryptocurrency's prices, which significantly differentiate the value of the purchased Cryptocurrency from the value of the cryptocurrency when executing the refund.

6. Chargebacks

- 6.1 Finlign Group OÜ expects the Client to contact the company using support@crypto1.io contact details to resolve any problem, dispute or issue related to Client's payments, before the Client makes any Chargeback request.
- 6.2 This Section does not affect any rights and/or claims, which Client may possess against any other 3rd parties including but not limited to banks or financial institutions.
- 6.3 Finlign Group OÜ will investigate any Chargeback requests made by the Client and in response will inform the Issuing Bank whether any Service or Transaction has been cancelled.
- 6.4 Finlign Group OÜ reserves the right to suspend Client's account and hold the Funds during the chargeback's investigation procedure.

7. Withdrawal Procedure

- 7.1 Withdraw funds from Client's account will require the Client to fill, sign, scan and send to the company a duly signed withdrawal form along with all requested documents. Company will not commence the withdrawal process without it.
- 7.2 All withdrawals will be processed within 72 hours upon their approval, and if so approved then the funds will be returned to the bank account/credit card/other source of payment from which the funds were originated, including a cryptocurrencies' wallet.
- 7.3 The Company reserves the right to decline any application for withdrawal, including, but without limitation, due to the following reasons:
 - 7.3.1 Company suspects the transaction is fraudulent;
 - 7.3.2 Client's account is under investigation;
 - 7.3.3 The application to withdraw is of a bonus whose terms have not been met and/or there are not enough funds available in Client's account.

- 7.4 The Company also reserves our right to refuse applications for withdrawal and/or to suspend to terminate Client's account due to non-compliance with Company AML requirements or any KYC matters, or EU Law.

8. Miscellaneous

- 8.1 Any charges, which arise upon processing a Refund, shall be borne solely by the Client.
- 8.2 Such charges will be deducted from the final amount of the Refund.
- 8.3 This Refund Policy will be amended from time to time if there is any change in the legislation.
- 8.4 Terms and Conditions of the Refund Policy are subject to change by Finligue Grupp OÜ and in the case of any amendments, Finligue Grupp OÜ will make an appropriate announcement. The changes will apply after Finligue Grupp OÜ has given notice.
- 8.5 In case Client does not wish to accept the revised Refund Policy, Client should not continue to use Finligue Grupp OÜ Services. If Client continues to use the Company Services upon the date on which the change comes into effect, the Client's use of the Services shall be bound under the new Refund Policy.

Request for Refund

Natural Client

I, the undersigned, Mr/Ms.. _____ Date of Birth_____, holder of a
_____ passport number _____, with residential address:
_____ hereby request in writing the following:

Refund of my virtual currency of the following amount (in BTC)_____

By signing this declaration, I release the Company and/or its managers and/or shareholders from all duties to me and I warrant that I will indemnify and hold Company's from any direct loss or harm, including, without limitation, reasonable attorneys' fees, in connection with any breach or enforcement of my obligations hereunder, with consideration to the information.

I will keep all information and/or terms and/or information given by the Company strictly confidential and under no circumstances inform any third party and/or client either currently or in the past of the fees paid to me by the Company.

I shall further refrain from any defamatory, libelous or otherwise expressing negatively or adversely against the Company. In any case in which the Company shall find any such actions made by me or by a third party on my behalf, I shall be required to pay the Company an amount of no less than 50,000 USD without the Company required to show any proof of damages made to it for my actions.

I shall be personally liable for any breach of the aforementioned which was made by me and/or by a third party on my behalf.

I am aware that for this service, _____ - will charge a transaction fee of 5 EUR.
_____ will then send me an invoice to that effect.

I am also aware that if a refund is granted, it will be granted in accordance to the Refund Policy, Company's discretion, Terms and Conditions and Privacy Policy.

Client's Name

Request for Refund

Non- Natural Client

I, the undersigned, Mr/Ms.. _____ Date of Birth _____, holder of a _____ passport number _____, with residential address: _____, Director/ Representative of Company _____, with an operational address in _____ and registered office in _____ hereby request in writing the following:
hereby request in writing the following:

Refund of virtual currency of the following amount (in BTC) _____

By signing this declaration, I release the Company and/or its managers and/or shareholders from all duties to me and I warrant that I will indemnify and hold Company's from any direct loss or harm, including, without limitation, reasonable attorneys' fees, in connection with any breach or enforcement of my obligations hereunder, with consideration to the information.

I will keep all information and/or terms and/or information given by the Company strictly confidential and under no circumstances inform any third party and/or client either currently or in the past of the fees paid to me by the Company.

I shall further refrain from any defamatory, libelous or otherwise expressing negatively or adversely against the Company. In any case in which the Company shall find any such actions made by me or by a third party on my behalf, I shall be required to pay the Company an amount of no less than 50,000 USD without the Company required to show any proof of damages made to it for my actions.

I shall be personally liable for any breach of the aforementioned which was made by me and/or by a third party on my behalf.

I am aware that for this service, _____ will charge a transaction fee of 5 EUR. _____ will then send me an invoice to that effect.

I am also aware that if a refund is granted, it will be granted in accordance to the Refund Policy, Company's discretion, Terms and Conditions and Privacy Policy.

Client's Name
Company Name