

# Refund Policy

Exchange IT Online OÜ ("We", "our") is a company incorporated under the laws of Estonia, with a registered office at Estonia, Harjumaa, Tallinn, Maakri tn 19/1-7K/014, 10145.

In rare circumstances, Exchange IT Online reserves the right to either cancel your order or offer you a different price for the Services. In the event we cancel your order, if we have already received FIAT Currency (as defined in Section 4.6 of our Terms & Conditions) from you with regards to such order, we will, subject to applicable law and regulation, refund such funds to you.

Refund shall be made to the same source from which they have originated, after deduction of any cost or expense we incur with regards to such transfer, including without limitation any wire transfer charges, currency exchange charges and/or payment processing charges. Your funds may, at Exchange IT Online OÜ 's sole discretion, be returned to another source to which you are the beneficiary, as long as you provide us with the required documents and information to verify that the account to which the funds were requested to be refunded belongs to you.

To comply with anti-money laundering and terrorist financing regulations or any other regulations and to prevent prohibited conduct, all payments and information related to the refund may be verified by Exchange IT Online OÜ . In such case, Exchange IT Online may request from you, at its sole discretion, to provide certain documents and information, including without limitation identification documents, copy of your credit card or bank details and/or any other proof required to affect the refund. In case you fail to provide appropriate documents or information, or in case of any doubts as to the authenticity of provided documents and information, Exchange IT Online shall be entitled to cease the refund process until you take appropriate measures, as requested.

The provisions of this refund policy shall apply mutatis mutandis to any return of Cryptocurrency (as defined in Section 4.6 of our Terms & Conditions) already received from you prior to cancellation of your order, from which the then-current equivalent amount of Cryptocurrency to such costs and expenses shall be deducted. It is hereby understood, agreed and confirmed by you that due to Cryptocurrency price volatility, we are unable to refund the exact Cryptocurrency amount received, therefore that amount of Cryptocurrency refunded shall be calculated based on its USD value at the date of transaction between you and Exchange IT Online with respect to such Cryptocurrency (without derogating from our right to deduct from such refund any cost and expense we incur with regards thereto, as specified above).

Notwithstanding the above, Exchange IT Online reserves the right to cancel your order without any refund, or decline any refund request, if it suspects that you have or are engaged in, or have in any way been involved in, fraudulent or illegal activity.

Refund will be processed without undue delay, and in any event within 7 (seven) business days from cancellation of order, subject to the requirements set forth hereinabove, and provided that you do not fail to provide Exchange IT Online with any information and/or documentation required in order to process the refund.