

REFUND AND RETURN POLICY

This Refund and Return policy is inevitable part of the Terms & Conditions of Services of OÜ **NeuronEX Platform**, registration no. 14917854, legal address: Harju maakond, Tallinn, Nõmme linnaosa, Kalda tn 9a, 11625, Estonia (hereinafter – “**Company**”) and are applicable to all the Transactions performed through neuronex.io website.

Definitions and Key Terms defined in the Terms & Conditions of Services of Company shall apply also to this Refund and Return Policy.

In case the Customer does not accept this Refund and Return Policy, he/she should not continue to use Company’s Services

1. INTRODUCTION

Company guarantees to its Customers the right for refund in case Customer is not satisfied with the quality of the provided Services.

Furthermore, Company declares that its Customer has the right to change his/her mind in case the Customer’s Account was already funded and to request his/her funds to be returned according to this Refund and Return Policy.

2. TERMS OF REFUNDS AND RETURNS

The Customer who has paid for the Company’s Services, i.e., paid a Transaction fee or has funded his Account may request a Refund or Return in accordance with the Eligibility Criteria as further set out herein.

Refund/Return will only be considered where the Customer complies with the Eligibility Criteria in full. Where the User fails to meet any of the Eligibility Criteria, Company shall have the right, in its sole discretion, to decline the Customer’s request for a Refund/Return.

The Customer may obtain the **Refund Form / Return Form** upon request sent to e-mail: support@neuronex.io.

In order to apply for a Refund/Return, the Customer shall request and complete a Refund Form/Return Form and send it to the Company’s support address by e-mail: support@neuronex.io.

To prevent Prohibited Conducts, all payments and information related to Refund/Return may be verified by Company. In such case, Company may request the Customer to provide certain documents, including, but not limited to, identification documents, copy of the Customer’s payment card and invoice or/and any other proof of the fact that disputed payment was made. In case if Customer fails to provide appropriate documents or information within three (3) days upon the Company’s request or in case of any doubts as to the authenticity of provided documents, Company shall be entitled to decline the Customer’s Refund/Return request.

NOTE: Submission of Refund Form/Return Form does not guarantee that the Customer’s request will be satisfied.

NOTE: Refunds are not possible for all Transactions involving a Cryptocurrency, where the Customer is purchasing a Cryptocurrency. However, in case the Customer changed his mind and would like to return the purchased Cryptocurrency, Company would be able to buy it back based on the current market rate minus the Services fee for the Transaction. In other words, the Customer can exchange the purchased Cryptocurrency for any other existing Cryptocurrency or Fiat money (i.e. Credit Card payment or Bank Transfer). The reason for such policy is the fact that the Cryptocurrency price changes constantly, thus the value of the purchased Cryptocurrency at the moment of refund will be different.

3. REFUND ELIGIBILITY CRITERIA

- (i) All requests for Refund will only be accepted where notice is received by Company no later than forty-eight (48) hours after Transaction.
- (ii) The notice mentioned in para (i) above should be provided to Company by completing the Refund Form.
- (iii) Completed Refund Form should be sent to the Company electronic address with ‘ Refund Request’ in the subject line.

4. RETURN ELIGIBILITY CRITERIA

- (i) All requests for Refund should be provided to Company by completing Return Form.
- (ii) Completed Return Form should be sent to the Company electronic address with ‘Return Request’ in the subject line.
- (iii) Company provides the Refund/Return using the same means of payment as the Customer used to pay unless the Customer expressly agrees otherwise.

5. PROCESSING TIMELINE

Within 15 (fifteen) business days as of the date of Refund Form/Return Form receipt, Company shall contact the Customer to request further information (if required) and the Customer shall provide this information as soon as reasonably practicable but in any case, not later than 14 (fourteen) days following such request.

Company shall notify the Customer by e-mail on its final decision regarding Refund/Return:

- within 15 (fifteen) business days following the receipt of the last requested additional document or information;
- within 20 (twenty) business days following the receipt of Refund Form/Return Form if no further information or document is requested.

Refund/Return will be processed without undue delay, and in any event within 14 (fourteen) days beginning with the day on which the Company agrees that the Customer is entitled to a Refund/Return.

The Customer will have no Refund/Return:

- When the Customer fails to provide Company’s requested information or/and document(s) within the terms set herein.
- If Company suspects that the Customer had, or is, engaged in, or have in any way been involved in, fraudulent or illegal activity, including Prohibited Conduct.

- There is no ground for Refund/Return.

NOTE: Company reserves the right to block the Customer's funds while Refund/Return investigation is in process, which means that the funds could be inaccessible during such investigation.

6. CHARGEBACKS

Company expects the Customer to contact it on e-mail: support@neuronex.io to resolve any problem or issue related to his/her payments before the Customer makes any Chargeback request. This Section does not affect any rights and/or claims, which the Customer may have against the bank/financial/payment institution.

Company will investigate any Chargeback requests made by the Customer and in response will inform the Customer's issuing bank whether any Service or Transaction has been canceled.

Company reserves the right to suspend the Customer's Account and lock Customer's Funds during the chargeback investigation procedure.

7. MISCELLANEOUS

Any charges, which arise upon processing Refund/Return, shall be borne solely by the Customer. Such charges will be deducted from the final amount of the Refund/Return.

This Refund and Return Policy will be amended from time to time if there is any change in the legislation. Terms and conditions of the Refund Policy are subject to change by Company and in the case of any amendments, Company will make an appropriate announcement on its website. The changes will apply after Company has given such notice.

In case the Customer does not wish to accept the revised Refund and Return Policy, he/she should not continue to use Company's Services. If the Customer continues to use the Services after the date on which the change comes into effect, his/her use of the Services to be bound by the new Refund and Return Policy rules.