

Paytion REFUND POLICY

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Our Site, www.Paytion.com, is owned and operated by Paytion OÜ, a limited company registered in Estonia under registry code 14630992, whose registered address is Harju maakond, Kuusalu vald, Pudisoo küla, Männimäe, 74626, Estonia.

This Paytion Refund Policy outlines Paytion Refund policies based on types of exchange transactions performed.

This Refund Policy concerns exclusively Transaction fees and Users' Funds. Paytion undertakes to make its best efforts to assist the Users in case of any disputes related to refunds/returns of purchased cryptocurrencies.

1. GENERAL CONDITIONS

1.1. The User who has made has paid for Paytion Services, or has funded his User Account may request a Refund or Return in accordance with the eligibility criteria as further set out herein.

1.2. Refund/Return in excess of the original amount are prohibited.

1.3. Refund/Return will only be considered where the User complies with the eligibility criteria in full. Where the User fails to meet any of the eligibility criteria, Paytion shall have the right, in its sole discretion, to decline the User's request for a Refund/Return.

1.4. In order to apply for a Refund/Return, the User must complete a Refund/Return Form on the Site or send the respective form to the Paytion support address - support@Paytion.com.

1.5. To prevent prohibited conduct, all payments and information related to Refund/Return may be verified by Paytion. In such case, Paytion may request the User to provide certain documents, including, but not limited to, identification documents, copy of the User's Payment Card and Invoice or/and any other prove of the fact that the disputed payment was made. In case the User fails to provide appropriate documents or information within three (3) days upon the Paytion request or in case of any doubts as to the authenticity of the provided documents, Paytion shall be entitled to decline the User's Refund/Return request.

1.6. User may submit a Declaration of deposit proving User written consent additionally to other documents or information about the provided payment while funding User Account. Declaration of deposit is not obligatory for providing deposit less than 1 000,00 USD but may become a crucial point in case of all payments and information related to Refund/Return may be verified by Paytion. Declaration of deposit of the amount equal or more than 1000,00 USD is obligatory. Submitting of Declaration of withdrawal is obligatory on any amount.

1.7. Paytion shall process the User's Refund Form/Return Form as soon as it is reasonably practicable. Response times will vary depending on stated reasons for the request and will not exceed 7 (seven) business days. In any case, Paytion shall notify the User on the outcome of the request in accordance with the timescales set out herein.

1.8. The Refund/Return request will only be approved or declined after meticulous verification made by Paytion.

1.9. Submission of Refund Form/Return Form does not guarantee that the User's request will be satisfied.

1.10. In case a Refund/Return request is satisfied it the refund/return will me made via the same payment method to the same payment card and/or bank account and/or cryptocurrency address that were used to make the deposit.

2. TRANSACTIONS INVOLVING A CRYPTOCURRENCY

2.1. Refunds are not possible for all transactions where the User is purchasing a Cryptocurrency on Paytion. However, in case the User changed his mind and would like to return the purchased Cryptocurrency, Paytion may be able to buy it back based on the current market rate minus the service fee for the transaction. Because the Cryptocurrency price changes constantly, thus the value of the purchased Cryptocurrency at the moment of refund may be different.

2.2. In transactions that do not involve cryptocurrency refunds are only possible within 30 days from the moment of exchange. Any additional service fees incurred by Paytion as a result of the refund will be covered by User. Banks, payment systems, card processing providers and banks may charge Paytion for each incoming and outgoing transactions.

3. CHARGEBACKS

3.1. Paytion expects the User will contact it using Paytion support address - support@Paytion.com to resolve any problem or issue related to his/her payments, before the User makes any Chargeback request. This provision does not affect any rights and/or claims, which the User may have against the bank/financial institution.

3.2. Paytion will investigate any Chargeback requests made by the User and in response will inform the User's Issuing Bank whether any any payment has been cancelled.

3.3. Chargeback request is handled by the legal department of Paytion. In case of any Chargeback request withdrawal and refunds requests of the User will be cancelled.

3.4. Paytion reserves the right to suspend the User's account and lock the User's Funds during the chargeback investigation procedure.

4. MISCELLANEOUS

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

4.2. This Refund 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 Paytion.

4.3. In case the User does not wish to accept the revised Refund Policy, he/she should not continue to use Paytion. If the User continues to use the Paytion after the date on which the change comes into effect, his/her use of Paytion is to be bound by the new Refund Policy.