

REFUND POLICY

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This Policy defines the provisions describing the grounds and general requirements for the procedure of return of payments to the Client by Cryptostreet OU (Cryptostreet OÜ) (registration number 14711680), hereinafter referred to as the "Company".

1. The Company returns the Client's payments through the same payment system to the same IBAN account from which they were received.
2. All fees related to the return of funds are charged to the Client.
3. The return of funds to the Client is made within seven (7) business days.
4. The Company has the right to make a repayment to the Client without notice if no trading transactions have been carried out in the Client's account within six (6) months after the Client's account has been replenished.
5. In accordance with the AML policy of the Company, the Company has the right to make a repayment to the Client without notice and freeze the Client's trading account if the Company suspects that the Client's activity is related to money laundering, terrorist financing and other criminal activities.
6. If the Client intends to withdraw funds from the account, the Client submits a request for withdrawal of funds. The withdrawal procedure is described in the User Agreement.
7. After refilling the trading account, the Client undertakes not to submit a request for withdrawal of the payment already credited to the trading account to the Client's bank both during and after the end of using the Company's services. Any such attempt will be regarded by the Company as a violation of the User Agreement. If the Company nevertheless receives a revocation of the payment for the transaction, the Company reserves the right to freeze the current balance of the Client and send the funds back to the trading account after all services and commissions have been paid. In this case, in the event of return of funds to the Client, the Company additionally withholds a service fee when the funds are returned to the Client.
8. The specified commission is not subject to withholding if an agreement is reached between the Client and the Company on the return of funds by alternative methods at the initiative of the Client.
9. The Client should familiarize with the cost of services and the amount of the Company's commissions posted on the Company's website.
10. The Company has the right to change this Policy at any time, thereby, the continued use of the Company's services by the Client means acceptance of the changes to this Policy.