

Refund Policy Coinygram

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Please read the Refund Policy carefully before you start trading on the marketplace provided by Coinygram Ltd. or use the other services offered by Coinygram.

This Refund Policy is for internal use only and does not reflect the final version. The present version has not yet been reviewed by a legal counsel

1 Scope of application

The present Refund Policy is valid for all services offered by Coinygram. If separate policies apply to individual products and services, these policies will prevail. The present Refund Policy does not apply in these cases.

2. Structure and application of the Refund Policy

Coinygram Ltd. provides various services and products for its users. These differ in terms of the process flow and the participating parties. In the absence of an option for uniform regulation, the Refund Policy must be adapted to the specifics of each product and service category. The individual business areas are explained below.

3. Products and services of Coinygram

3.1 Buying and selling via the Orderbook

The provision of an online platform for open trade between private individuals and registered business partners is the core business of Coinygram. The trading process is carried out via P2P trading via the central order book. Coinygram only provides the technical platform for the trading process but does not act directly as a trader.

Due to the P2P trading process it is not possible to reverse trading processes that have already been carried out. A reversal is excluded in the course of trading via the Orderbook.

3.2 Coinygram savings plan

Through the Coinygram Savings Plan, registered users have the possibility to purchase cryptocurrencies of their choice via a standing order at pre-defined time intervals and quantities.

The purchase is executed at the previously determined time and cannot be reversed due to the associated exchange rate changes. A repayment of the deposited benefits is therefore always only possible if no conversion of the deposited digital assets has taken place.

3.3 Coinygram Launchpad

With the Launchpad, Coinygram Ltd. provides a platform for Business Partners to tender their own products related to the crypto market. The Launchpad is used for presentation purposes only. The purchase of the products presented there will be handled by the respective Business Partner.

Therefore, the regulations of the Business Partner's Refund Policy apply to the purchase of products tendered in the Launchpad.

3.4 Coinygram Pay

Coinygram Pay is the central payment interface for Coinygram Business Partners. All terms and conditions regarding refunds and redemption can be found in the terms and conditions of Coinygram Pay.

4 Refunds during the deposit process

If no conversion of the deposited digital assets (fiat currencies or crypto currencies) has taken place, a refund to the user concerned is possible. As described in points 3.1 and 3.2, a reversal of the transactions after the first conversion is excluded.

5 Reimbursement period

Provided that a refund of the Digital Assets deposited is made in accordance with Chapter 4 of the Coinygram Refund Policy, the User may request a refund of the funds he/she has deposited at any time. The User has the right to request a refund without time limit.

6 Know Your Customer (KYC) & Money laundering

The conditions relating to the KYC policy of Coinygram must be observed. Only after full identification, registered users will be able to make withdrawals. The KYC process is free of charge for registered users and usually takes a few working days.

In order to comply with anti money laundering, anti terrorist financing or other regulations and to avoid prohibited behavior all payments and information related to the refund can be verified by Coinygram Ltd.

In such a case Coinygram Ltd. may, at its sole discretion, request the customer to provide certain documents and information, including without limitation identification documents, copy of credit card (on the front of the card the name, expiration date and the digits of the card number must be clearly visible. For security reasons, the upload date must be written on a small strip of paper, which must be held on the lower right corner of the card. The signature must be clearly visible on the back to validate the card. For security reasons, the upload date must also be written on a small strip of paper and placed on the lower right corner of the card. When placing the paper strip, make sure that all relevant data remains visible.

In case the Client does not provide appropriate documents or information or in case of doubts about the authenticity of the documents and information provided, Coinygram Ltd. is entitled to suspend the refund procedure until the Client has taken appropriate measures.

7 Form of reimbursement

Refunds on deposited digital assets will be made in the same form in which they were deposited. Unless the registered user provides other details, the deposited digital assets will be transferred back to the account or Wallet from which they were deposited.

8 Reimbursement costs

If the deposit was not requested by the client and was made due to an error in the Coinygram online platform or induced by improper and faulty execution by one of the employees of Coinygram Ltd.

If the deposit was made by the customer himself, even if this is an oversight of the customer, the costs of the refund will be borne by the user. The costs of the refund can be seen in the Withdrawal Fees of Coinygram.