

# REFUND POLICY

This policy is intended to explain the cases in which BLOCKCHAIN FINANCE LTD (the "Company") issues a refund to the customers.

1. The company reimburses the payments of its customers exclusively through the same payment from which the funds were originally received. Any changes in this regard must be issues directly to the company by the email [support@blockchainfinance.exchange](mailto:support@blockchainfinance.exchange).
2. Client is responsible for all return fees.
3. Refunds are made within 1-45 business days.
4. The company remains right to issue a return of funds to the Client if no trading activity has been detected on the trading accounts within 3 months from the moment the funds were allocated on the account.
5. According to the Company's AML policy, the Company has the right to issue a refund/freeze the Client's account without any notifications, if the Company believes the Client's activities are connected with money laundering, terrorism financing or other criminal activities.
6. If the Client wishes to withdraw the funds from the account, he/she must send a withdrawal request from the privet cabinet available on our website (access will be provided during the registration). A description of the withdrawal procedures can be found in the client agreement.
7. Having become a Client of the Company, the Client agrees not to request or demand a refund or refund from his/her bank or credit card provider at any time, during or after using the services of the Company. Any attempt to do so may be considered as a violation of the customer agreement. However, if the Company receives a chargeback for any client's activities, it reserves the right to block the Customer's current balance before any chargebacks will be compensated.
8. The company reserves the right to revise and / or amend the Refund Policy at its discretion. In this regards we would advise rewinding the policy on frequent basis. If the Client continues, using the services of the company and/or visiting company's website, he/she automatically agrees with the changes made to the Refund Policy.