



Refund & Cancellation Policy

Last updated on 25th of March. 2021

1. Introduction

CGift Trading OÜ, trading under the name of CGift-trading.com ("CGift Trading") is a company incorporated under the laws of Estonia, with a registered office at Lasnamäe linnaosa, Välke-Paala tn 2, Tallinn 11415, Harju maakond, Estonia. This Refund and Cancellation Policy applies to all users of the CGift Trading platform and shall be read and understood in conjunction with the general CGift Trading Terms of Service.

2. Cancellation by you

Generally, Bitcoin and cryptocurrencies transactions may be irreversible, and, accordingly, losses due to fraudulent or accidental transactions or incorrect wallet addresses may not be recoverable. You acknowledge that all purchases and sales of crypto currency, whether completed or pending, on CGift Trading are final. The transactions are non-refundable, irrevocable and cannot be altered once completed.

The reason for this is that crypto currency rates fluctuate constantly. Hence, the value of the crypto currency purchased from, or sold to, CGift Trading will change within moments after your purchase or sale.

By clicking the "Redeem Card" button on the CGift Trading website, you acknowledge that the EU consumer protection directive (known as Directive 2011/83/EU of the European Parliament and the Council of 25 October 2011 on consumer rights) does not apply to contracts for financial service, such as the ones CGift Trading offers.

3. Refunds

If you decide to change your mind and wish to return the crypto currency delivered after the redemptions of the gift card from CGift Trading, CGift Trading will be able, at its sole discretion, to buy it back from you based on the current market rate minus the service fee payable for the transaction. For this purpose, please contact CGift Trading via email at info@cgift-trading.com.

4. Cancellation by Cgifttrading

In rare circumstances, such as if (i) your submitted KYC documents are proven fraudulent; (ii) if you share your log in data to your account with a third party; or (iii) if we suspect illegal activity in relation to your account, CGift Trading reserves the right to cancel any gift card purchase and redemption made by you on the CGift Trading platform.

In the event CGift Trading cancels your order, and if CGift Trading already has received the funds from you with regards to the order, CGift Trading will, subject to applicable Estonian law and regulation, refund such funds to you.

Such refund shall be made to the same source from which they have originated, after deduction of any cost or expense CGift Trading incurs with regards to such transfer, including without limitation any wire transfer charges, currency exchange charges and/or payment processing charges.

Your funds may, at CGift Trading's sole discretion, be returned to another source to which you are the beneficiary, as long as you provide us with the required documents and information to verify that the account to which the funds were requested to be refunded belongs to you.

5. AML, CTF and right of refusal

To comply with anti-money laundering and terrorist financing regulations (AML and CTF) or any other regulations and to prevent prohibited conduct, all payments and information related to the aforementioned refund may be verified by CGift Trading. In such case, CGift Trading may request from you, at its sole discretion, to provide certain documents and information, including without limitation identification documents, copy of your credit card or bank details and/or any other proof required to affect the refund.

In case you fail to provide appropriate documents or information, or in case of any doubts as to the authenticity of provided documents and information, CGift Trading shall be entitled to halt the refund process until you take appropriate measures, as requested.

Notwithstanding the above, CGift Trading reserves the right to cancel your order without any refund, or decline any refund request, if it suspects that you have or are engaged in, or have in any way been involved in, fraudulent or illegal activity.



Refund will be processed without undue delay, and in any event within 14 (fourteen) business days from cancellation of order, subject to the requirements set forth hereinabove, and provided that you do not fail to provide CGift Trading with any information and/or documentation required in order to process the refund.

Warranties

Except as expressly stated herein, CGift Trading makes no warranty or representation as to the merchantability, fitness for a particular purpose, workmanship or any other warranty concerning any product or service purchased from or through CGift Trading.

Amendments to this policy

The terms and conditions of the Refund and Cancellation Policy are subject to change. In the case of any amendments, CGift Trading will update the policies online. The changes will apply after CGift Trading has made such changes.

In case you do not wish to accept the revised Refund and Cancellation Policy, you cannot continue to use CGift Trading platform for your crypto currency purchases. If you still continue to use the platform after the date on which the changes comes into effect, your use of CGift Trading shall be bound by the new Refund and Cancellation Policy.