Refund Policy

Match Global OU ("Company") can provide the refund to the client if transaction was executed incorrectly due to evident fault of the Company.

NOTE:

1. *This Refund Policy concerns exclusively Transaction fees and Users' Funds.*
2. *Bitnelo undertakes to make its best efforts to assist the Users in case of any disputes related to refunds of purchased crypto-currencies*
3. *Refunds and Returns in excess of the original amount are prohibited*

1. General Condition

The User who has not received or received incorrect amount of Cryptocurrency on his address can request a refund of missing amount.

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, Company shall have the right, in its sole discretion, to decline the User's request for a Refund/Return.

In order to apply for a Refund/Return, the User must request and complete a Refund Form/Return Form and send the respective form to Company support address – support@Bitnelo.com

To prevent Prohibited Conduct, all payments and information related to Refund/Return may be verified by Company. In such case, Company 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 Company request or in case of any doubts as to authenticity of the provided documents, Company shall be entitled to decline the User's Refund/Return request.

Company 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. In any case, Company shall notify the User on the outcome of the request in accordance with the timescales set out herein.

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

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

2. Chargebacks

Company expects the User to contact it using Company contact details to resolve any problem or issue related to his/her payments, before the User makes any Chargeback request. This Section

does not affect any rights and/or claims, which the User may have against the bank/financial institution.

Company will investigate any Chargeback requests made by the User and in response will inform the User's Issuing Bank whether any Service or Transaction has been cancelled.

3. Miscellaneous

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 Company and in the case of any amendments, Company will make an appropriate announcement. The changes will apply after Company has given a notice.

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