



## REFUND POLICY

2025



## 1. General

MeteorEx s.r.o., a company duly incorporated in the Czech Republic with registered company number 21270244 and registered office address at Rohanske nabreží č.p. 678, č.o. 23, Karlin, 186 00 Prague 8 ('MeteorEx', 'us', 'we', 'our'), is committed to protecting its customers ('you', 'your', 'their') rights to made payments' refund/returns, chargebacks.

We undertake to make our best efforts to assist our customers in case of any dispute related to the purchased crypto currencies refunds and returns.

This Refund Policy (the 'Policy') concerns exclusively customers' funds used in a crypto currency exchange transaction and fees deducted for crypto currency exchange transactions.

All terms used herein have the same meaning as provided in the General Terms of Services (the 'Terms'), available on the webpage, unless this Policy context explicitly requires otherwise.

The customer may request a refund or return only in cases set out hereinbelow (the 'Eligibility Criteria').

Refund/return will only be considered if you fully comply with the Eligibility Criteria.

If you fail to meet any of the Eligibility Criteria, we reserve the right to decline customer's refund/return request.

To apply a refund/return, you should send us a respective refund/return request to email address [support@meteorex.net](mailto:support@meteorex.net).

Submission of refund/return request does not guarantee that customer's request will be unconditionally satisfied.

We will carefully study each submitted request and accurately verify all transaction details and information related to the requested refund/return to avoid any prohibited conduct.

We may request you to provide certain documents, including, but not limited to, identification documents, a copy of your payment card, or/and any other proof of the fact that disputed payment was made.



You should provide us the requested documents/information without hesitation, the latest within 3 (three) business days as of the date of the documents/information request.

In case of late requested documents provision or in case of any doubts as to the authenticity of provided documents/information, we retain the right to decline your refund/return request.

We guarantee to make our best efforts to process your refund/return request as soon as it is reasonably practicable. We will notify you of the outcome of the request in accordance with the timescales set hereinbelow (Section 3). Response time may vary depending on the stated reasons for the request.

We will notify you of the outcome of the request using the same means of communication as you used while submitting us respective refund/return request.

## 2. Eligibility Criteria

1. Refund/return request will only be accepted, if received no later than 48 (forty-eight) hours since the transaction is executed,
2. Refund/return request will only be accepted if received to the email address: [support@meteorex.net](mailto:support@meteorex.net) within the time set above (sub-Cl. 2.1),
3. Refund/return request should be sent to the email address (set above in Sub-cl. 2.2) with 'Refund/Return Request' in the subject line,
4. At least following transaction data should be provided in the submitted refund/return request:
  - i. Order or invoice number/reference number,
  - ii. Transaction currency and amount,
  - iii. Transaction date.
5. We will execute satisfied refund/return using the same means of payment as you have used for respective transaction unless you expressly provided us another means of payment to proceed with your refund/return request. We retain the right to refuse you provided means of payment if these means are not acceptable for us or funds recipient is another person. We also retain the right to apply additional fees for refund/return execution to another means of payment. In any case we will inform you in advance if any additional fee is applicable.

## 3. Processing Timeline

Within 15 (fifteen) business days as of the date of refund/return request receipt, we will contact you to request further documents/information (if required).

We will notify you on refund/return request outcome within the following time:

- i. within 15 (fifteen) business days following the receipt of the last requested additional documents/information,
- ii. within 30 (thirty) business days following the receipt of refund/return request if no further documents/information is requested.



**Your refund/return will be processed without undue delay, in any event within 15 (fifteen) business days as of the day when we satisfied your request.**

**We retain the right to decline your refund/return request if:**

- i. Eligibility Criteria are not met, in full or in part (Section 2),
- ii. The customer fails to provide us with documents/information reasonably requested to proceed with the refund/return request within the terms set hereinabove,
- iii. If we suspect that you have been or are engaged in, or have in any way been involved in, fraudulent or illegal activity, including prohibited conduct.
- iv. There are no legal/contractual grounds for refund/return.

**While processing and investigating your refund/return request we retain the right to lock your crypto funds, which means that the crypto funds could be inaccessible during such a period.**

#### **4. Chargebacks**

**We expect that you will contact us to resolve any problem or issue related to your payment prior you make any chargeback request.**

**Without prejudice to the other provisions set forth in this Policy, this Section does not affect any of you rights and/or claims, that you may have against card issuer/bank/other payment service provider.**

**We will make our best efforts to investigate your chargeback request and communicate with the card issuer/bank/other payment service provider in respect of a claimed transaction.**

**While processing and investigating your chargeback request, we retain the right to lock your crypto funds, which means that the crypto funds could be inaccessible during such a period.**

**Chargebacks processing is governed by the established Card Scheme Rules.**

#### **5. Miscellaneous**

**Any fees and charges applicable while processing/investigating your request, shall be borne solely by you.**

**We will deduct the fees and other charges for submitted request processing/investigation from the final amount of satisfied request. We do not need your prior permission for such deductions.**



**This Policy is subject to our regular review, made at least annually, or often if requested to do so due to the regulatory changes, also changes in our Terms and other internal rules and procedures, or changes in our business strategy, type of services provided, etc.**

**You should regularly follow your personal account (area) registered and maintained with us, as well as our webpage in respect of any placed updates to the documents governing our relationship. In case of any material changes we will make an appropriate announcement via your personal account (area) or declared registered email address.**

**If you do not agree to the changes made to this Policy, you may stop to use our services and terminate our relationship in order set out in the Terms.**

**If you continue to use our services irrespectively of the changes made by us to this Policy, it should be treated as your consent to the changes made and updated version of this Policy.**