

## REFUND POLICY

### 1. DEFINITIONS

1.1 "GXO" means GXO, a company registered in the Malta.

1.2 "Client" means a person who has agreed to all terms and conditions of GXO, as well as other relevant policies, and uses the GXO exchange service.

1.3 "GXO exchange service" means the exchange of fiat currency for cryptocurrency and cryptocurrency for fiat currency via P2P marketplaces.

1.4 This Refund Policy describes the procedure for returning funds that GXO has received from the Client in relation to the exchange service.

### 2. GENERAL REFUND CONDITIONS

2.1 GXO guarantees the Client's right to request a Refund if the Client did not receive the exchange service for reasons beyond their control.

2.2 Refund requests must be sent to [info@gxo.limited](mailto:info@gxo.limited) with all necessary details.

2.3 The Client must provide all required documents upon request, including but not limited to:

- Identification documents (passport, national ID).
- Proof of payment (bank statement, transfer receipt).
- Other supporting documents proving the disputed payment was made.

2.4 If the Client fails to provide the requested documents within three (3) days, or if there are doubts about the authenticity of the provided documents, GXO reserves the right to decline the refund request.

2.5 The Refund Policy applies only to funds that were sent to GXO for the purpose of executing an exchange transaction.

### 3. REFUND CONDITIONS & FEES

3.1 If the Client's verification (KYC) is not completed within 48 hours due to their own failure (e.g., not providing required documents), GXO may refund the funds, minus the applicable refund fees.

#### 3.2 Refund Fees

All refund requests are subject to the following fees:

3.2.1 Refund of fiat currency (SEPA/SWIFT transfers only):

- GXO fee: 0.5% (minimum €3)
- Bank charges: Deducted based on the fees charged by each bank.

3.2.2 Refund of cryptocurrency:

- The refund processing fee depends on the type of cryptocurrency, network fees, and rate

fluctuations.

- GXO fee: 0.5% (minimum €3 equivalent in cryptocurrency)
- The exchange rate may change between the original transaction and the refund process, which means the Client could receive a lower amount than initially sent.

3.3 Refunds will be processed only to the original payment source, and any costs incurred for wire transfers, currency exchange, or other processing charges will be deducted from the refund amount.

#### 4. REFUND PROCESSING TIME

4.1 Once a refund request is received, GXO will:

- Contact the Client within three (3) business days to request any necessary additional information.
- Notify the Client via email of the final refund decision:
  - Within five (5) business days after receiving the last required document.
  - Within five (5) business days if no additional documents are needed.

4.2 If the refund is approved, it will be processed within three (3) business days from the date of approval, provided that the Client has submitted all necessary information and documents.

#### 5. LIMITATIONS & REFUND REJECTIONS

The Client will not be entitled to a refund in the following cases:

5.1 Failure to provide required documents within the requested three (3) days.

5.2 Suspected fraudulent or illegal activity, including money laundering or prohibited transactions.

5.3 If the Client initiates a refund request after 360 days from the original transaction date.

5.4 If the Client voluntarily cancels an exchange transaction after it has been processed.

NOTE: If a refund investigation is ongoing, GXO reserves the right to freeze the Client's funds during the investigation.

#### 6. FRAUD PREVENTION & SERVICE SUSPENSION

6.1 If GXO detects suspicious activity, it reserves the right to suspend the exchange service while conducting an internal investigation.

6.2 If fraud or illegal activity is confirmed, the Client's funds may be frozen or seized in compliance with legal requirements.

#### 7. REFUND TIME LIMITS

7.1 Refund requests must be submitted within 360 days from the transaction date.

7.2 An additional grace period of 180 days is available for Clients who can provide evidence of

their inability to submit a refund request on time. The refund fee during this grace period will be set individually.

## 8. FINAL PROVISIONS

8.1 GXO reserves the right to amend this Refund Policy in accordance with applicable laws.

8.2 If the Client does not accept the updated Refund Policy, they must stop using GXO's exchange services. Continued use of the service constitutes acceptance of the revised Refund Policy.

8.3 GXO may transfer refund obligations to a third party under an assignment and transfer agreement, in which case the refund will be processed by the designated third party.