

1. CRYPSHARK REFUND POLICY- A Brand of Fincity TRX s.ro

2. PLEASE CAREFULLY READ THE REFUND POLICY BEFORE USING WWW.CRYPSHARK.COM WEBSITE.
3. CRYPSHARK makes every effort to provide its clients assistance related to the fiat funds or cryptocurrency refund process.
4. General rules
5. Our company guarantees the right to a refund to all its clients in cases where a transaction related to purchase / sell of cryptocurrency has not yet been processed and does not have the "Complete" status within 3 days after succesfull Transaction to the „Cryshark“ (Fincity TRX s.r.o) Bank accout.
6. Payments for exchanges made on CRYPSHARK are non-refundable, irrevocable and cannot be changed after the transaction is completed and cryptocurrency / fiat funds are sent to the e-wallet / card or bank's account specified by the client.
7. Refunds in excess of the originally paid amount are not possible.
8. Clients are notified of decisions made by CRYPSHARK regarding refunds by sending emails by CRYPSHARK to clients' email addresses registered in the CRYPSHARK system.
9. To request a refund (fiat funds), the client should contact CRYPSHARK by writing a Mail to the company's email address info@cryps shark with a request for a refund and indicating the transaction number for which a refund is required.
10. Please note that for cryptocurrency purchase invoices that have any status other than "Done", no invoice will be generated in the CRYPSHARK system. The invoice will only be automatically generated and visible in the Cryshark Backoffice under Invoices after confirmed deposit.
11. After CRYPSHARK (Bank Account of Fincity TRX s.r.o) receives the refund request, the client will be notified of the decision.
12. Please note that, on average, it can take up to 48 hours for a refund request to be processed from the moment we receive the mentioned request from the customer.
13. All information related to the refund request is carefully checked and verified by CRYPSHARK.COM
14. In case of a positive decision:
15. Fiat funds will be returned to the client by the same method used and to the same bank / card details from where the client made the initial transaction to CRYPSHARK.COM.

16. Refunds are made by:
 - a. SEPA / SWIFT (bank transfer): on bank working days;
 - b. payment cards (VISA / MC): any day of a week;
 - c. Neteller: any day of a week.
17. Please note that the refund enrollment to the client's bank / card account could take up to five business days, that depends on each bank internal policies and / or procedures, and which our company cannot influence in any way.
18. For security reasons, cryptocurrencies can only be transferred to another wallet by the customer himself/herself and after confirmed 2FA. Crypshark does not make transfers for customers to third party wallets.
19. In the request consideration process CRYPSHARK could inquire additional documents such as identity documents, or a payment order, or any other document as proof of payment.
20. If the requested documents from the client's side are not provided within 2 working days after the company's request, or CRYPSHARK doubts the authenticity of the provided documents, the processing time for the refund request will be extended, and a decision will be made on further actions on the part of CRYPSHARK.COM.
21. Until all the circumstances are clarified and / or the verification of documents is completed, CRYPSHARK reserves the right to freeze the client's fiat funds / cryptocurrency requested for a refund.
22. Clients must provide accurate and correct information related to the initiated transaction. CRYPSHARK is not responsible for the result of any transaction made due to client error, or due to the provision of incorrect or misleading information.
23. Please note that in case of incorrect personal details specified by the client when making a payment, the costs and fees incurred during the processing of the refund will be reimbursed exclusively by the client.
24. Selling cryptocurrency
25. In cases where a refund cannot be made: for example, if the transaction for the purchase of cryptocurrency has already been completed and the cryptocurrency has been sent to the client's e-wallet.
26. Since the price of a cryptocurrency is constantly changing, there may be a difference between the value of the cryptocurrency at the time of purchase and at the time of sale.

27. Coin 2 Coin Exchanges cannot be refunded. In a Coin2Coin exchange, a 2FA security factor applies and customers must confirm twice that they agree to the change. Therefore, a refund is not possible with a Coin2Coin Exchange.
28. Chargeback
29. CRYPSHARK provides its clients with the possibility to resolve any problem or issue related to exchanges before the client fills a complaint request (chargeback) with the customers' bank. The settlement process takes place by contacting the customer support department.
30. CRYPSHARK reserves the right to suspend the client's account during the complaint request investigation process.
31. Other provisions
32. Any costs and fees related to refunds are settled by the client. These fees will be deducted from the customer's received amount.