

## **Refund POLICY**

OF the Serenity Financial OÜ («The Company»)

This article outlines Serenity Exchange Refund policies based on type of exchange transactions performed.

SerenityPay.io guarantees to its User the right for refund, in case if such User is not satisfied with the quality of the provided Services.

This Refund Policy concerns exclusively Transaction fees and Users' Funds.

SerenityPay.io undertakes to make its best effort to assist the Users in case of any disputes related to purchased crypto-currencies Refunds and Returns in excess of the original amount is prohibited

### **1. General Conditions**

The User who has paid for the SerenityPay.io Services, i.e. paid a transaction fee or has funded his account may request a Refund or Return in accordance with the Eligibility Criteria as further set out herein.

Refund/Return will only be considered where the User fully complies with the Eligibility Criteria. Where the User fails to meet any of the Eligibility Criteria, SerenityPay.io 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 the SerenityPay.io support address - clients@ SerenityPay.io.

To prevent Prohibited Conduct, all payments and information related to Refund/Return may be verified by SerenityPay.io. In such case, SerenityPay.io 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 disputed payment was made. In case if the User fails to provide appropriate documents or information within three (3) days upon the SerenityPay.io request or in case of any doubts as to authenticity of provided documents, SerenityPay.io shall be entitled to decline the User's Refund/Return request.

SerenityPay.io shall process the User's Refund Form/Return Form as soon as is reasonably practicable. Response times will vary depending on stated reasons for the request.

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

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

### **2. Transactions involving Crypto Currency (i.e. Bitcoin, Litecoin, Ethereum, e.t.c...)**

Refunds are not possible for all transactions where customer is exchanging Crypto Currency. However, in case customer changed his mind and would like to return exchanged Crypto Currency SerenityPay.io would be able to exchange it back based on current market rate minus the service fee for the transaction. In other words, customer can exchange purchased Crypto Currency (i.e. Bitcoin, Litecoin, Ethereum, e.t.c...) for any existing Digital Currency or Payment Method (i.e. Credit Card payment or Bank Transfer).

The reason for such policy is the fact that price of Crypto Currency changes constantly thus the value of exchanged Crypto Currency on the moment of refund will be different.

### **3. Chargebacks**

SerenityPay.io expects the User to contact it using SerenityPay.io 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.

SerenityPay.io 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.

SerenityPay.io reserves the right to suspend User's account and lock User's Funds during the chargeback investigation procedure.

### **4. Miscellaneous**

Any charges, which arise upon processing Refund/Return, shall be borne solely by the User. Such charges will be deducted from the final amount of Refund/Return.

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

In case if the User incorrectly indicated data of the payment card holder when making the payment, the commission fees arising from the processing of the Refund/Return are paid solely by the Client.

#### **Commission fees for Refund/Return are:**

Due to the fact that cryptocurrency market rate changes extremely fast Refund/Return to the User is made to the Client minus the difference in the rate of the exchanged cryptocurrency and the moment of exchange and the moment of Refund/Return.

In case if the User does not wish to accept the revised Refund Policy, he/she should not continue to use SerenityPay.io 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 to be bound by the new Refund Policy.