

Term of use for virtual currency transactions (hereinafter 'VCT')

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Your access and use of the Services constitutes your agreement to be bound by these Terms. You understand and agree that the Service is provided on an **AS IS and AS AVAILABLE basis** as amended from time to time.

We will process your VCT in accordance with the instructions we receive from you. You should verify all transaction information prior to submitting instructions to us. We do not guarantee the identity of any user, receiver, requestee or other third party and we will have no liability or responsibility for ensuring that the information you provide is accurate and complete.

VCT cannot be reversed once they have been broadcast to the relevant network.

We may charge network fees (Fees) to process VCT on your behalf depending on the virtual currency (VC) of your choice. Fees for each individual transaction will be disclosed to you at the time of purchase on the checkout page. Non-payment of blockchain fees may cause the transaction to remain in a pending state outside of Elegro's control and we are not responsible for delays or loss incurred as a result of an error in the initiation of the transaction and have no obligation to assist in the remediation of such transactions.

Using Third Parties (wallets, trading platforms, etc.)

We are not responsible for any services that you may receive from, or any action by, a third party with respect to any transfer of Virtual Currency. We are not responsible for ensuring that a third party you transact with, will complete the transaction or is authorized to do so. If you have a dispute with any third party with respect to any Virtual Currency transfer or applicable fees charged from the external sources, you should resolve the dispute directly with that third-party provider.

Once submitted to a VC network, a VCT will be unconfirmed for a period of time pending sufficient confirmation of the transaction by the VC network. A VCT is not complete while it is in a pending state. VC associated with VCT that are in a pending state will be designated accordingly and will not be included in your VC wallet balance or be available to conduct VCT until confirmed by the network.

We may also refuse to process or cancel any pending VCT as required by law, regulation or any court or other authority to which Elegro is subject in any jurisdiction.

Supported VC.

Our services are available only in connection with those VC that Elegro supports, and this may change from time to time.

Under no circumstances should you attempt to use your VC wallet to store, send, request, or receive VC that we do not support (although we will use reasonable efforts to help you move or sell VC that we no longer support). We assume no responsibility or liability in connection with any attempt to use your VC wallet for VC that we do not support.

We charge an estimated Fee according to the VC of your choice.

As we convert VC funds in fiat currency, a refund requested from a client will be equal to paid fiat amount according to the actual rate at the time of processing the request.

You agree to use your email for marketing purposes.

We collect and store your information in accordance with GDPR.

We can ask for additional information on large payments and may reject a transaction, in accordance with AML regulations.

We monitor transactions according to AML/PEP/ FATF due diligence.

We can ask a client for the purpose of payment and source of funds. In submitting this or any other personal information as may be required, you verify that the information is accurate and authentic, and you agree to update if any information changes.

Payment

The payment needs to be initiated with the use of your cryptocurrency wallet. This can be done in two ways: by scanning the QR code to your wallet, or by copying and pasting the payment address into your wallet, and then entering the payment amount. Once all of the assets have been received and the order has been confirmed, you will receive an email from no-reply@elegro.eu

Mistakes

It's all right. You will have another opportunity to complete the payment. You will receive an email from no-reply@elegro.eu with further instructions, from our payment processor, directing you to either complete the payment or to claim your assets if you do not send enough currency before timeout or you send more than the amount requested. If you didn't send us enough coinage, follow the process to submit the rest of the coins and we will combine the payments for you. Be advised that Elegro is not responsible for reimbursement due to mis-payments and/or transaction fees.

Payments from different wallets

The payments can be sent to us from multiple wallets/accounts. We will combine the figures for you.

If you have any questions about, please visit <https://elegro.eu>