

Refund Policy

1. General Provisions

This Refund Policy is an integral part of our Terms of Use. The terms used in this Refund Policy shall have the same meanings as in the Terms of Use except as otherwise specified.

Under this Refund Policy, Effective Global Solutions UAB, a company incorporated under the laws of the Republic of Lithuania under registration number 305970282, registered and located at Vilnius, Eišiškių Sodų 18-oji Str.11, Lithuania (“Neocrypto”, “we”, “us”) guarantee that in case the Client is not satisfied with the quality of our Services, s/he shall have the right to apply for a refund.

We always make sure our Clients stay satisfied with our products and Services. Every refund request is treated by Neocrypto with reasonable care, skill and diligence.

THE CLIENT SHOULD UNDERSTAND THAT ALL THE OPERATIONS WITH VIRTUAL CURRENCIES HAVE IRREVERSIBLE CHARACTER. THIS REFUND POLICY IS APPLICABLE ONLY TO FEES PAID BY THE CLIENT TO NEOCRYPTO. REFUND AMOUNT CANNOT EXCEED THE ORIGINAL TRANSACTION AMOUNT UNDER QUESTION.

2. Refund Conditions

We will perform a refund to the Client only subject to his/her use of our Services. For the purpose of this Refund Policy, the use of our Services shall be the payment of a fee to Neocrypto.

Refund Conditions shall include:

- sending an initial refund request to the email support@neocrypto.net , with a subject line Refund Request, and then filling in a Refund Form which we will send to you;
- successful verification of a refund request by Neocrypto support team;
- subject to such verification, Neocrypto support team may request additional documents from the Client who initiates a refund process, including but not limited to identification document, bank or payment system transaction document.

All requests for refund will only be accepted where notice is received by Neocrypto no later than 3 (three) days after the made transaction under question. Failure to comply with this provision may be used as evidence of Client’s fraudulent conduct, unwillingness to settle the issue and/or the vexatious nature of the complaint.

Upon Client’s refund request not meeting Refund Conditions, or in case such Client fails to deliver requested documentation to Neocrypto support team within a period of 14 (fourteen) calendar days, or in case such documents delivered by the Customer are not authentic or relevant, such refund request shall be deemed not valid and Neocrypto shall have the right to decline it.

3. Refund Processing

Following a Client’s refund request and delivery to Neocrypto a properly filled Refund Form, Neocrypto shall respond to the Client within 15 (fifteen) business days requesting additional documentation, if applicable, for a refund review and processing purposes. The Client shall respond to such Neocrypto’s written answer within a reasonable term, but not later than 14 (fourteen) calendar days following the receipt by the Client of such message.

Neocrypto shall inform the Client on its decision with regard to his/her refund request within 14 (fourteen) calendar days following the receipt of a complete set of requested by Neocrypto support team documents from the Client.

Please notice that we shall have the right to freeze your access to our Services for the period of refund request review process.

Neocrypto provides the refund using the same means of payment as the Client used to pay.

4. Charges in Relation to a Refund

All bank or financial institution charges that are applicable to a refund shall be borne solely by the Client, and in case such charges are associated with Neocrypto performing a refund transaction — such charges shall be deducted from a refund amount.

5. Use of Chargebacks

This section does not affect any rights and/or claims, which the Client may have against the bank/financial institution.

In case a Client has initiated a chargeback procedure with his/her bank or financial institution, Neocrypto will investigate such chargeback request within a reasonable term and will inform the Client's bank or financial institution whether such Client's transaction in question has been cancelled. However, we expect our Clients to resolve refund issues with Neocrypto before contacting banks or financial institutions with a chargeback request.

Please notice that we shall have the right to freeze your access to our Services for the period of chargeback investigation process.

6. Miscellaneous

Neocrypto reserves its right to amend this Refund Policy with a reasonable notification of Clients about such amendments. In case a Client does not accept such modified Refund Policy he/she should stop using our Services.