

Refund Policy

Qoinix is dedicated to ensuring the satisfaction of its clients with regard to its cryptocurrency trading services. Should circumstances necessitate the initiation of a refund request, please peruse the following comprehensive refund policy.

Refund Eligibility

Refunds are exclusively applicable to initial deposits executed via Credit/Debit Card. Deposits made through alternative methods are expressly excluded from eligibility for refunds.

Refund Process

To commence a refund request, please direct your communication to our esteemed customer support team at [Contact Information], ensuring the provision of the ensuing details:

Your complete legal name

Account Identification

Date and quantum of the deposit

Rationale underlying the refund solicitation

Refund Timeframe

Refunds for credit card deposits may necessitate a processing duration of up to 45 business days. This temporal framework is contingent upon the procedural protocols and processing timelines established by the relevant financial institution, thereby bearing potential variability.

Alternatively, should instantaneous reimbursement be preferred, the recipient retains the option to receive the refund in cryptocurrency commensurate with the quantum of the initial deposit.

Refund Conditions

The adjudication of refund petitions is subject to meticulous scrutiny and approval by our dedicated team.

Refunds shall be exclusively disbursed to the originating source of the funds.

Any ancillary charges, inclusive of transactional fees, shall be deducted from the total refund amount.

Withdrawals shall be dispensed utilizing the identical currency and mechanism as the original deposit.

Non-Refundable Transactions

It is imperative to acknowledge that specific transactions are categorically deemed as non-refundable, including, albeit not exhaustively:

Transactions executed employing funds procured through fraudulent means.

Transactions contravening the delineations stipulated within our Terms of Service or Acceptable Use Policy.

Transactions via cryptocurrency without and attached valid and whitelisted crypto address

Contact Us

Should any queries or concerns arise pertaining to our refund policy, please do not hesitate to engage our esteemed customer support team at support@qoinix.com. Our unwavering commitment remains directed towards facilitating your inquiries and ensuring a superlative experience upon our platform.

Modifications to this Policy

We retain the prerogative to effect modifications or revisions to this refund policy at our discretion, sans antecedent notification. It is incumbent upon users to periodically review this documentation for any updates. Continued utilization of our services subsequent to the dissemination of amendments denotes concurrence with the revised terms.