

At Exchmatrix.com, we strive to provide our customers with the best possible experience when using our platform. However, we understand that there may be instances where you may require a refund for your transactions. This Refund Policy outlines the terms and conditions for refund requests and the process to follow. Please read this policy carefully before initiating any refund requests.

Eligibility for Refunds:

1.1. You may be eligible for a refund if:

- An unauthorized transaction occurred on your account.
- There was a technical issue on our platform that resulted in an incorrect transaction.

1.2. You are not eligible for a refund if:

- You willingly made a transaction and later changed your mind.
- You provided incorrect wallet addresses or other transaction details.
- The refund request is made beyond the specified timeframe (as mentioned in point 2 below).
- The refund request is based on the volatility of cryptocurrency prices.

Timeframe for Refund Requests:

2.1. Refund requests must be initiated within [30] days from the date of the transaction.

2.2. Any refund requests received after this timeframe will not be considered.

Refund Process:

3.1. To initiate a refund request, you must contact our customer support team via support@exchmatrix.com.

3.2. Provide the following information in your refund request:

- Your account details (username, email, etc.).
- Transaction details (transaction ID, wallet addresses, amount, etc.).
- Reason for the refund request.
- Any supporting documentation or evidence.

3.3. Our customer support team will review your refund request within [5] business days.

3.4. If your refund request is approved, we will process the refund within [3] business days to the original source of payment (if applicable) or to your designated wallet address.

3.5. In case of unauthorized transactions, we may request additional information or documentation to investigate the matter further.

Refund Decisions:

- 4.1. All refund requests are subject to review and approval by our customer support team.
- 4.2. We reserve the right to deny a refund request if the eligibility criteria are not met or if the request is deemed fraudulent or malicious.
- 4.3. Our decision regarding refund requests is final and binding.

Contact Information:

If you have any questions or need further assistance regarding our refund policy, please reach out to our customer support team via support@exchmatrix.com

Note: This refund policy is subject to change at any time without prior notice. Please refer to the most recent version on our website or contact our customer support team for the latest information.