

Cross-Chain Recovery Policy

DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE

Given the specifics of the transactions, DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE does not apply a refund policy. However, DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE has developed and implemented this return policy (Cross-Chain Recovery Policy), which provides guidance on cases where the user wrongly makes one cryptocurrency to the wallet address, where another cryptocurrency should be deposited. The return of cross-deposits is a dangerous and very time-consuming process. Not all deposits can be returned and it depends on which virtual currency was wrongly sent, and the implementation of this transaction may depend on the complexity, time and security risks.

A deposit of one virtual currency for a e-wallet is designed to accept other virtual currency in other e-wallet, called cross – deposit.

The return of cross-deposits is a very dangerous and extremely time-consuming process. Not all such deposits are refundable, and the degree of complexity, risk and time costs depends on what kind of virtual fiat currency was wrongly sent and to what address.

In this regard, the team DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE adopted and implemented a policy of determining the cost and procedure for the return of cross-Deposit, which is as follows:

DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE will return only those cross-deposits, the amount of which at the time of the transaction will exceed 1000, 00 EUR at the exchange rate of the Instrument. Return period - up to 30 banking days.

After successful crediting of the commission, the support teams of DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE together with the financial department take the measures

which necessary to return the wrongly sent deposit, in connection with which the commission in the amount of 10% at the rate of the Instrument is debited from the User's account.

Users should keep in mind about the above the complexity of the return process of cross-deposits. The team of DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE does everything possible to solve the problem in each case in the shortest possible time, and very much counts on patience and understanding on the part of Users.

Note: DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE does not return coins and tokens that are not listed on the site <https://ivex.io/> and which are not supported by the DBX GLOBAL CRYPTO NETWORK ELECTRONIC TRADE AND SOFTWARE platform.

Return procedure instruments aimed for the replenishment of the user's account is impossible, from the moment the instruments are placed for the account the procedure of withdrawal of instruments from the user's account becomes available to the user. For the withdrawal of instruments from the account, the user must fill out a form intended for withdrawal of instruments using the personal account. In this case, the user will be sent a message to the e-mail address specified during registration in the system about the need to confirm the withdrawal or refuse it. In case of refusal of the withdrawal of instruments or the user doesn't confirm such operation, the instruments stay in the account.