

Refund & Protection Policy

At proXace, we prioritize the security and satisfaction of our users. In the unlikely event of platform disruptions, technical issues, or service unavailability, you have the right to request a refund or cancellation of your transactions

Your Legal Rights:

As a user of the proXace platform, you are entitled to a refund or cancellation under the following circumstances:

- Platform downtime or technical issues that prevent you from accessing or utilizing our services
- Failure of the platform to deliver promised services or features
- Any other unforeseen circumstances that impact the platform's functionality or your ability to use it

Refund and Cancellation Policy:

If you're eligible for a refund or cancellation due to platform-related issues, we'll work with you to resolve the matter promptly. Here's what you can expect:

- **Refund Amount:** We'll refund the full amount you paid for the affected services, minus any applicable fees or charges.
- **Refund Method:** Refunds will be made in the same mix of deposits as the original payment. For example, if you deposited 50% via bank transfer and 50% via cryptocurrency, your refund will be split accordingly.
- **Refund Timeline:** We'll process refunds as soon as possible, and within 15 working days of receiving your request.

Region-Specific Policies:

The following region-specific policies apply:

- **European Union:** If you're an EU citizen and experience platform issues, you can request a refund within 14 calendar days from the date of the incident.

- **Rest of the World:** If you're a citizen of any other country and experience platform issues, you can request a refund within 7 calendar days from the date of the incident.
- **United Kingdom, USA, Australia, Canada, and New Zealand:** If you're a citizen of one of these countries and experience platform issues, you can request a refund within 14 calendar days from the date of the incident.

Important Notes:

- **Transaction Fees:** We're not responsible for international transaction fees, exchange rate variations, or additional charges imposed by banks, payment processors, or other parties. You'll be responsible for any such charges.
- **Refund Process:** We'll work with you to resolve refund requests promptly and fairly. If we need additional information or documentation from you, we'll let you know.

Contact Us:

If you need to request a refund or have questions about our platform protection policy, please don't hesitate to contact our support team. We're here to help and will do our best to resolve any issues promptly and fairly.