

Refund Policy

At Smooth Tech Sp. z o.o. we strive to provide the best possible experience for our platform users. However, we understand that situations may arise where a refund for transactions is necessary. This Refund Policy outlines the terms, conditions, and procedures for requesting a refund and applies to both individuals and legal entities.

1. Refund Eligibility

1.1. Qualifying for a Refund

You may be eligible for a refund under the following circumstances:

- **Unauthorized Transactions:** If an unauthorized transaction has occurred on your account.
- **Technical Errors:** If a technical error on our platform caused an incorrect transaction.

1.2. Non-Qualifying Conditions

You will not be eligible for a refund under these conditions:

- **Voluntary Transactions:** If you completed a transaction voluntarily and later reconsider your decision.
- **Incorrect Details:** If you supplied incorrect wallet addresses or other transaction details.
- **Late Requests:** If the refund request is submitted after the designated timeframe (as outlined in Section 2 below).
- **Price Fluctuations:** If the refund request is due to fluctuations in cryptocurrency prices.

2. Refund Request Timeframe

2.1. Submission Deadline

Refund requests must be made within 14 days from the transaction date. Requests submitted after this period will be declined.

3. Refund Procedure

3.1. Initiating a Request

To initiate a refund request, please contact our customer support team at support@chainswapper.com.

3.2. Required Information

Include the following details in your request:

- **Account Information:** Your username, email address, etc.
- **Transaction Details:** Transaction ID, wallet addresses, amount, etc.

- **Reason for Refund:** A clear explanation of why you are requesting the refund.
- **Documentation:** Any relevant documentation or evidence supporting your request.

3.3. **Assessment Timeframe**

Our customer support team will assess your refund request within 5 business days.

3.4. **Refund Processing**

If approved, the refund will be processed within 3 business days to the original payment method (if applicable) or to your specified wallet address.

3.5. **Additional Information**

For unauthorized transactions, we may request additional information or documentation to further investigate.

4. **Refund Decisions**

4.1. **Review Process**

Each refund request will be reviewed and approved by our customer support team.

4.2. **Rights and Refusals**

We retain the right to refuse a refund if the request does not meet eligibility requirements or if it is deemed fraudulent or malicious.

4.3. **Final Determination**

Our determination on refund requests is final and conclusive.

5. **Contact Information**

For any inquiries or additional support regarding our refund policy, please contact our customer support team at [EMAIL].

6. **Policy Effective Date**

This Refund Policy is effective starting from 10.10.2024

Note: This policy may be updated periodically. Please review the policy regularly to ensure you are aware of any changes.