

Refunds

FISKL SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ, registered under KRS number 0001048293, whose registered office is at Dajwór 14 / 19, 31-052 Kraków, Polska, guarantees the refund right under conditions stipulated in the present refund policy.

1. Definitions

“You / your” or “the Customer” means a natural (physical) person who has agreed to all terms and conditions of Flyzex, as well as other relevant policies, and uses the Services available on the Platform.

“Order” means (i) purchase of cryptocurrency by you from Flyzex via the Platform; or (ii) sale of cryptocurrency to Flyzex by you via the Platform; or (iii) your initiated deposit of cryptoassets to Your Wallet; or (iv) your initiated withdrawal of the Stored Cryptoassets to another public blockchain address. Each Order within the meaning of Point (i) and (ii) of the present Paragraph is a two-party transaction involving only Flyzex and you.

“Platform” is a partially automated online system located on <https://flyzex.com/> (hereinafter in the text referred to as “Website”).

“Services” means (i) exchange of fiat currency for cryptocurrency, and cryptocurrency for fiat currency; or (ii) custodian cryptocurrency wallet services enabling you to hold, store, transfer, and manage your balances of supported cryptocurrencies.

2. Main principles

If Flyzex: 1) does not send the cryptocurrency to the Customer’s indicated address in accordance with the Order; 2) does not send the fiat currency to the Customer’s account in accordance with the Order, Flyzex guarantees that the Customer has the right to refund.

The Customer is obliged to follow the payment process provided on the Platform. If the Customer sends funds to Flyzex and then requests a cancellation from a third-party financial institution before contacting Flyzex, the Customer is responsible to cover the cost of cancellation.

The right to refund may arise only if the Customer has paid for the Services in accordance with the Order, including all relevant fees.

Any charges that arise upon processing of the refund request shall be borne solely by the Customer. The relevant charges are deducted from the final amount of the refund.

In order to apply for refund, the Customer is required to complete a Refund Form and send it to support@flyzex.com from the email address connected to the Customer’s account on the Platform.

The review of the Customer’s submitted refund request may start only after the Customer’s identity has been verified on the Platform.

Flyzex shall process the Customer’s submitted Refund Form as soon as it is reasonably possible. Response times may vary depending on the stated reasons for refund and the current workload.

In any case, Flyzex shall notify the Customer on the outcome of the request. The Customer is also welcome to contact our Support department to inquire about the updates.

Please note that the submission of a Refund Form does not guarantee the refund request will be approved.

The funds are returned to the initial payer's account from which the payment has been received in case of refusal to provide the Services.

3. Refunds after successful cryptocurrency purchase

Refunds are not possible in cases when the Customer has received the purchased cryptocurrency in accordance with the Order. However, in case the Customer has changed their mind and wants to return the purchased cryptocurrency, Flyzex is able to buy it back based on the current market rate plus the service fee and Flyzex fee. In other words, the Customer can sell the purchased cryptocurrency (i.e. Bitcoin and Tether) and be paid through one of the available payment methods (e.g. Credit Card or Bank Transfer).

4. Chargebacks

Flyzex expects the Customer to contact the Support department of Flyzex (support@flyzex.com) to resolve any issue related to the existing Orders before the Customer makes a chargeback request. The present Paragraph does not affect any rights and claims that the Customer may have against the relevant bank or financial institution.

Flyzex investigates each chargeback request made by the Customer and communicates with the Customer's bank or financial institution in a manner prescribed by relevant regulations.

Flyzex reserves the right to suspend the Customer's account on the Platform and lock the Customer's Funds during the chargeback investigation procedure.

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