

Public offer

Last changes: 15.02.2021.

This Public Offer (hereinafter referred to as the “Offer”) is a document on the procedure for ordering and providing services by Exbitex Limited (Hong Kong) (hereinafter referred to as Exbitex) and consideration of the procedure for disputes, complaints, claims.

This document is posted on the Exbitex website (<https://www.exbitex.com>).

Content:

1. General information;
2. Procedure for the provision and provision of services by Exbitex;
3. Procedure for consideration of disputes, complaints, claims.

1. General information:

Client - a legal entity or individual, regardless of the form of ownership, subordination, country of nationality and location.

Exbitex is a company headquartered at: Hong Kong, Room 1001, 10 / F, Tower B, New Mandarin Plaza 14 Science Museum Road Tsimshatsui East, Kowloon, as well as partners around the world, providing services for the purchase and sale of cryptocurrencies, consulting and other services to Clients, providing the services of an agent, an intermediary in trade transactions.

The Exbitex website is [www.Exbitex.com](http://www.exbitex.com) (<http://www.exbitex.com>).

2. Procedure for ordering and providing Exbitex services:

The client registers on the Exbitex website (or on the website of the Exbitex partner), filling in all the required fields, indicating the information corresponding to reality.

After registration on the Exbitex website and/or paying for the services of Exbitex, the Client confirms that he fully and completely agrees with all the terms of the Privacy Policy, Cookie Policy, as well as the terms of this Offer about ordering and the provision of services by Exbitex, all his actions regarding interactions with Exbitex, as well as ordering and paying for services from Exbitex, are his good will and fully comply with his requirements and desires.

The client orders the service, after registering on the Exbitex website (or on the Exbitex partner's website), by choosing from the list of services provided by Exbitex, specified in this Offer, and also chooses the method of providing / receiving the selected, ordered services.

The client can order a service not specified in the list of services by writing a corresponding request to Exbitex to the e-mail address: info@exbitex.com.

Exbitex provides services on the following terms:

- For standard consultation services (written or verbal) - 100% (one hundred percent) prepayment. Cost - 100 eur per hour;
- For services, individual consultation (written or verbal) - 100% (one hundred percent) prepayment. Cost - 100 eur per hour;
- For services in the preparation of standard legal or/and financial documents - 100% (one hundred percent) prepayment. Cost - 100 eur per hour;
- For services in the preparation of legal or/and financial documents with an individual approach - 100% (one hundred percent) prepayment. Cost - 100 eur per hour.



When choosing and ordering services, the Client is provided with an invoice (Invoice) indicating the list of services and the procedure for providing the ordered service.

The client pays for the services of Exbitex on the basis of an invoice (Invoice) within 3 (three) banking days from the date of issue of the corresponding invoice by any of the methods offered on the website of the Exbitex company.

If the Client pays for the services of Exbitex by using payment bank cards, the Client undertakes to send to the address of Exbitex within 3 (three) days after payment by sending an email to Exbitex (info@exbitex.com) a letter with a photocopy of the Client's passport page containing the Client's Last Name and First Name, in the subject line of the letter the Client indicates the Last Name and First Name, as well as the last 4 (four) digits of the payment bank card through which the payment was made.

It is not allowed to pay for services by anyone other than the direct customer of the service, namely the Client.

If the payment for Exbitex services is made by another person and not by the Client, Exbitex does not proceed to the performance / provision of services, and the funds can be returned exclusively to the payer in the same way as the payment was made, but only after the payer confirms that in such a way that payment was made by him and / or by means of means of payment belonging to the payer / person who applied for a refund.

If the Client does not fulfill the requirement described in the previous paragraph, Exbitex has the right not to start providing services to the Client until the latter has fulfilled its obligations in full.

By paying for the services of the Company, the client confirms that he is familiar with the terms of the Privacy Policy, the Cookie Policy, as well as the terms of this Offer on the procedure for ordering and providing services by Exbitex, fully agrees with all the points set forth in them.

After receiving payment from the client, Exbitex, at its discretion, may additionally contact the Client in order to clarify the nuances associated with the service ordered by the Client.

After receiving payment from the Client for the relevant service, Exbitex has the right to request, and the client is obliged to provide Exbitex with copies of the following documents within 3 three days:

- A photocopy of the Client's passport and / or a photocopy of another document confirming the identity of the client and issued by the relevant competent authority;

- A photocopy of the bank card through which the payment for the services of Exbitex was made (only the front side of the card, the first and last four digits of the card number, as well as the surname and name of the cardholder must be clearly visible on the photocopy);

- A photocopy of the invoice for the provision of utilities at the place of residence of the Client, as well as a receipt from the bank for payment of the corresponding services.

The above photocopies of documents, as well as other documents, at the discretion of Exbitex, may be requested from the Client by Exbitex in order to confirm the legitimacy of payments and to establish the identity of the payer.

Exbitex provides services to the Client on the terms of this Offer, as well as in the manner and on the terms chosen by the Client when paying.

Exbitex provides / performs ordered and paid services:

- Written services - by sending a letter containing the corresponding file in WORD, PDF format to the Client's email address specified by him during registration;

- Verbal services - by providing verbal advice by telephone and / or through other communication applications of the Client's choice (Viber, WhatsApp, Skype, Telegram and others);

- Services for the preparation of standard documents - by sending a letter containing the appropriate file in WORD and/or PDF format to the Client's email address specified by him during registration;



- Services for checking the security of transactions - by sending a letter containing the appropriate file in WORD and / or PDF format to the Client's email address specified by him during registration.

Confirmation of the fact of providing services to the Client, the moment of providing services to the Client:

- Writing services / Services for the preparation of standard documents / Services for checking the security of transactions and other services involving typewritten work - the fact of the provision of services by Exbitex to the Client is the fact of sending a letter with the appropriate content and an attached corresponding file in WORD and / or PDF format to the Client's email address specified by him when registering on the website of the Exbitex company, the date of the provision of services is the date of sending the letter to the Client;

- Verbal services - the fact of confirmation of the provision of verbal services is the fact of a conversation by telephone and / or through other applications for communication of the Client's choice (Viber, WhatsApp, Skype, Telegram and others), fixing the fact of providing a service is the corresponding information about an incoming / outgoing call by the above communication means.

After providing the service, Exbitex sends to the e-mail address of the Client specified by him during registration on the website of the Exbitex company a corresponding letter with an attached PDF file of the Act of services provided, indicating the Client's data filled out during registration, as well as the list of services provided and their cost, as well as other data.

The Client, no later than 7 (seven) calendar days after receiving the above Certificate of Services Rendered, undertakes to sign it and send a photocopy by e-mail in response to the e-mail received.

In case of non-fulfillment of the conditions by the Client specified in the previous paragraph within the specified timeframe, it is a confirmation of tacit agreement with the fact that the Client was provided with services in full and of proper quality, and also confirms that the Client does not have any claims against Exbitex.

3. Resolving Disputes / Complaints / Claims Procedure:

If the Client has fulfilled all the obligations stipulated by this Offer, ordered and paid for the service of Exbitex in full, and Exbitex refused to perform / provide services to the Client in full and / or in part, Exbitex returns the funds to the Client in the same way as the Client paid for the services of Exbitex in full or in part. Partial refunds are allowed only if, at the time of Exbitex's refusal to provide further services, the Client paid for, accepted and used part of the Services provided by Exbitex, in this case Exbitex returns the funds to the Client only for those services that have not yet been provided to the Client.

If the Client refuses to fulfill the terms of this Offer and / or the consumption / acceptance of Exbitex's services after payment is made, Exbitex has the right not to return the money paid to the Client by the latter for the Company's services.

If, after the provision of services by Exbitex, the Client has claims for the quality / quantity / volume of the services provided, the Client, no later than 7 days from the moment of receiving the corresponding letter with the Certificate of Services Rendered by e-mail, is obliged to send in response to the said letter, A claim that must contain:

- Date of preparation of the Claim;
- Last name and First name of the Client;
- Contact information (residence / registration address, contact phone number);
- The name of the ordered service and / or the list of ordered services;
- The essence of the claim (the Client must state in detail the essence of his claim, what specifically caused dissatisfaction with the quality / quantity and / or volume of the services provided);



- Requirements (the Client specifies what specific requirements are: replacement of a service, provision of an additional service, full and / or partial refund or other requirements);
- Client's handwritten signature.

If the Client has paid for the services of Exbitex by means of a bank payment card, the Client must attach to the Claim:

- A photocopy of the Client's passport and / or a photocopy of another document confirming the identity of the client and issued by the relevant competent authority;
- A photocopy of the bank card through which the payment for the services of Exbitex was made (only the front side of the card, the photocopy must clearly show the first and last four digits of the card number, as well as the surname and name of the cardholder);
- A photocopy of the invoice for the provision of utilities at the place of residence of the Client, as well as a receipt from the bank for payment of the corresponding services.

Exbitex considers only those Claims that are drawn up / executed in compliance with the above requirements.

Within 7 (seven) banking days from the date of receipt of a duly completed claim from the Client, Exbitex undertakes to consider the received Claim and provide a response to the Client indicating the decision taken.

If the Claim is satisfied, Exbitex sends the Client an appropriate document - a decision in which it takes the measures taken on the Claim and takes measures to satisfy it.

If the Claim is not satisfied, Exbitex sends the Client a corresponding document - a decision that causes the reasons for refusing to satisfy the Claim.

If the Client does not agree with the decision made by Exbitex based on the result of considering the Claim, the dispute is resolved in court in accordance with the current legislation of Hong Kong.

If the Client refuses, for one reason or another, to consume / accept the ordered and paid services, in whole and / or in part, regardless of the type and nature of the reasons for refusing to accept the services, Exbitex has the right not to return the money paid by the latter for the ordered services to the Client.