

WRONG DEPOSIT RECOVERY POLICY

This Deposit Recovery Policy outlines the procedure followed by SharPay to refund Users in cases of erroneous crypto asset transactions, specifically in situations where electronic tokens are mistakenly transferred to wallets designed to accept and store other cryptocurrencies, commonly known as cross-chain transactions.

By using the SharPay website or mobile applications (hereinafter referred to as the "Website") and/or SharPay services (hereinafter referred to as the "Services"), you agree to this Policy and our Terms of Service. If you do not agree with these terms, please refrain from using the Website and/or Services. Continued use indicates your acceptance of these terms.

This Policy applies to all individuals who are current, former, or potential customers of SharPay. **Please read this policy carefully to understand how SharPay handles the recovery of incorrect crypto deposits. If you have any questions, please contact us at support@sharpay.net.**

1. Definitions

In this policy, the following terms, when capitalized, have the meanings defined below.

- **Account** refers to the account created by the User to access and use SharPay's services. Each User is allowed to maintain only one Account.
- **SharPay:** depending on the services you use SharPay refers to the one from the following companies:
SPEKA PAYMNETS CORP., incorporation number BC1383565, registered at 5577 153A Street, Suite 207, Surrey BC V3S 5K7, CANADA, is a registered provider of money service business (MSB), regulated by the FINTRAC Canada, MSB registration number: M22046940
GTM EXCHANGE LTD, incorporation No. HE 348749, registered at Parodos Acheritou, 1, Erimi 4630, Limassol, Cyprus.
FLEX EXCHANGE SOLUTION UAB, incorporation No. 305965171, registered at Laisvės pr. 60, Vilnius 05103, Lithuania.
- **SharPay Platform** shall mean the online platform operated by SharPay that facilitates the purchase, sale, and exchange of cryptocurrencies and tokens
- **Services** includes the technical platform, access to payment services, and related products offered by SharPay, including any updates, technical support, and other functionalities or services provided to the User.

2. General Provisions

When making a deposit of coins or tokens, it is crucial to verify and carefully review all transaction details, including the deposit address and amount, before finalizing the transaction. It is your sole responsibility to ensure that all details are entered correctly. A single error can result in the permanent loss of your funds, as cryptocurrency transactions are typically irreversible. However, in certain cases, our team may make efforts to assist with the recovery of lost funds.

This policy applies to every deposit made by a customer on the SharPay platform in a supported currency or token, but sent to a blockchain address of an unsupported coin or network. This may include, but is not limited to:

- Sending BTC to a BCH address
- Sending ETH to an ETC address
- Sending tokens to a BSC (BEP20) or Polygon blockchain address instead of ERC20

The User acknowledges that cross-chain transactions, or transactions involving different blockchain networks, are complex and time-consuming. While SharPay will take all reasonable steps to recover funds, it is important to note that not all such recovery efforts may be successful.

SharPay does **not** refund assets or tokens that are not supported on the platform, including but not limited to ICO tokens, airdrops, blockchain forks, or smart contract transactions.

SharPay may use third-party crypto processors or payment providers for transaction processing. In such cases, recovery efforts may require coordination with these third parties, and this may influence the recovery timeline.

A **recovery fee** may apply for cross-chain transaction recovery, and the User agrees to the following terms regarding the fee:

- The full amount of the fee must be available in the User's wallet before the recovery process begins.
- The fee will be automatically debited from the User's wallet without additional action required by the User.

3. Recovery Procedure

3.1. Eligibility for Asset Recovery

To initiate asset recovery, the following conditions must be met:

- The User must have a **verified SharPay Account**.
- The asset or token in question must be **supported by SharPay**.
- The **amount of the asset** to be recovered must exceed the platform's minimum threshold.
- The **recovery fee** must be paid (if applicable) before recovery commences.
- The recovery request must be submitted **within one business day** following the cross-chain deposit.

3.2. Information Required for Asset Recovery

To request asset recovery, the User must contact SharPay Support and provide the following information:

- Email address associated with the SharPay Account
- Name and number of tokens
- Address from which the deposit was sent
- Address to which the deposit was sent
- The network to which the asset was sent
- Transaction ID (txid)
- Screenshot of the transaction
- Return address (if applicable)

SharPay may request additional information as needed to process the recovery request.

3.3. Processing of Recovery Requests

Upon receipt of the recovery request, SharPay will:

- Process the request within a **reasonable time**.
- Notify the User about the progress and outcome of the request.

If additional information is needed, the User will be notified. The User must provide the requested information within **3 days**. Failure to provide the requested data or refusal to cooperate may result in the rejection of the recovery request.

SharPay reserves the right to freeze the User's funds during the investigation if fraud is suspected.

4. Limits and Fees

Due to the complexity of cross-chain transaction recovery, SharPay may not always be able to recover assets, especially if the deposit amount is below the platform's threshold. SharPay will attempt recovery under the following conditions:

- The **minimum amount** for cross-chain transaction recovery is **\$500** or its equivalent in cryptocurrency.
- The **recovery fee** is **10% of the transaction amount**, with a **minimum fee of \$150**.

If the recovery is not feasible or the conditions are not met, SharPay will inform the User accordingly.

5. Changes to This Policy

SharPay may review and update this policy periodically. In case of material changes, SharPay will notify the User and update the version of the policy on our website.

6. Contact SharPay

For questions or further clarification regarding this policy, please contact our support team at support@sharpay.net.