

Refund Policy

1. Background

GOMINING guarantees to any of its users the right for refund, in case if such user makes purchases erroneously. Furthermore, GOMINING declares that its users have the right to change his/her mind in case if the User's Account was already funded and to request his/her Funds to be returned. Every Refund and Return are treated by GOMINING with reasonable care and skill.

Note:

- This Refund Policy concerns exclusively Transaction fees and Users' Funds.
- This Refund Policy does not cover any transactions between the Users related to purchase-sale of tokens and NFTs, and it does not refer to any refunds for tokens and NFTs.
- GOMINING undertakes to make its best efforts to assist the Users in case of any disputes related to refunds of tokens and NFTs purchased directly from GOMINING.
- Refunds in excess of the original amount are prohibited.

2. Definitions

Business Day: means every official working day of the week in the British Virgin Islands.

Chargeback: means return of the User's money by his/her Issuing Bank due to the disputed and/or fraudulent transaction.

Eligibility Criteria: means the set of requirements that must be met for Refund or Return.

Refund Form: means the GOMINING's form to be completed by the User, who has requested the Refund.11.

Refund: means giving back the amount of Transaction fee paid by the User with regard to certain Transaction.

Transaction Charges: means any fee charged by any third parties upon processing a valid refund request.

3. General conditions

The User who has paid to GOMINING for tokens/NFTs, i.e. paid a transaction fee, or has funded his account may request a Refund in accordance with the Eligibility Criteria as further set out herein. Refund will only be considered where the User complies with the Eligibility Criteria in full. Where the User fails to meet any of the Eligibility Criteria, GOMINING shall have the right, in its sole discretion, to decline the User's request for a Refund. In order to apply for a Refund, the User must request and complete a Refund Form and send the respective form to the GOMINING support address. A user can obtain the Refund Form under request sent to [INSERT].

To prevent Prohibited Conduct, all payments and information related to Refund may be verified by GOMINING. In such case, GOMINING may request the User to provide certain documents, including, but not limited to, identification documents, copy of the User's Payment Card or/and any other prove of the fact that disputed payment was made. In case if the User fails to provide appropriate documents or information within three (3) days upon the GOMINING request or in case of any doubts as to authenticity of provided documents, GOMINING shall be entitled to decline the User's Refund request. GOMINING

shall process the User's Refund Form as soon as is reasonably practicable. Response times will vary depending on stated reasons for the request. In any case, GOMINING shall notify the User on the outcome of the request in accordance with the timescales set out herein. Refund request will only be approved or declined after meticulous verification made by GOMINING.

NOTE: Submission of Refund Form does not guarantee that the User's request will be satisfied.

4. Refund eligibility criteria

(i) All requests for Refund will only be accepted where notice is received by GOMINING no later than forty-eight (48) hours after made Transaction.(ii) Notice mentioned in para (i) above should be provided to GOMINING by completing Refund Form.(iii) Completed Refund Form should be sent to the GOMINING electronic address with ' Refund Request' in the subject line.

5. Return eligibility criteria

(i) All requests for Refund should be provided to GOMINING by completing Refund Form.(ii) Completed Refund Form should be sent to the GOMINING electronic address with 'Return Request' in the subject line.(iii) GOMINING provides the Refund/Return using the same means of payment as the User used to pay, unless the User expressly agrees otherwise.

6. Processing timeline

Within fifteen (15) Business Days as of the date of Refund Form receipt, GOMINING shall contact the User to request further information (if required) and the User shall provide such information as soon as reasonably practicable but in any case no later than fourteen (14) days following such request. GOMINING shall notify the User by e-mail on its final decision regarding Refund:

- within fifteen (15) Business Days following the receipt of the last requested additional document or information;
- Within twenty (20) Business Days following the receipt of Refund Form if no further information or document is requested.

Refund will be processed without undue delay, and in any event within ten (10) days beginning with the day on which the GOMINING agrees that the User is entitled to a Refund. The User will have no Refund:

- When requested by GOMINING to do so, the User fails to provide GOMINING with information or/and document(s) within the terms set herein.
- If GOMINING suspects that the User has, or is, engaged in, or have in any way been involved in, fraudulent or illegal activity, including Prohibited Conduct.
- There is no ground for Refund/Return.

NOTE: GOMINING reserves the right to lock the User's Funds while Refund investigation is in process, which means that the Funds could be inaccessible during such investigation.

7. Limitation on the refund.

If, when paying for a purchase, the user made a mistake on the network and sent cryptocurrency/tokens that are not supported by the network, a refund is not possible.

In case of payment for a purchase through third-party providers, the return is carried out in accordance with the returns policy adopted and applied by the specific provider, depending on the payment method when contacting the specific provider directly

A refund application can be submitted by the user only if KYC is successfully completed on our website gmt.io. If tokens/NFTs are purchased by residents of countries from the list of countries specified as

exclusion countries, applications from citizens of these countries will not be accepted for consideration and will be rejected automatically.

Consideration of an appeal for the return of an erroneously paid amount is accepted if the payment amount is from \$50 when paying for the purchase with cryptocurrency/tokens that are accepted for payment on the gmt.io website and from \$100, in case of paying for the purchase with cryptocurrency/tokens that are not supported by us or when paying in networks where payment is not accepted. Any refund can be made if it is technically possible.

Refunds can only be made within the network where the payment was made. GOMINING work with four networks, subject to the user's request for a refund being accepted, returns in the ETH and BSC networks can only be made to wallet addresses that are linked to the user's personal account and verified in accordance with the requirements. Refunds on the BTC and TRON networks can be made after making a special deposit to confirm wallet ownership.

8. Miscellaneous

Any charges, which arise upon processing Refund, shall be borne solely by the User. Such charges will be deducted from the final amount of Refund.

This Refund Policy will be amended from time to time if there is any change in the legislation. Terms and conditions of the Refund Policy are subject to change by GOMINING and in the case of any amendments, GOMINING will make an appropriate announcement. The changes will apply after GOMINING has given notice.

In case if the User does not wish to accept the revised Policy, the user shall stop purchasing tokens/NFTs from GOMINING. If the User continues to purchase tokens/NFTs after the date on which the change comes into effect, such user shall be bound by the new Refund Policy.