



Refund Policy



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1 General terms for problem resolutions

1. In order to request a refund, the buyer must contact the merchant directly.
2. The information provided regarding purchase issues should be true and reliable. False and inaccurate information may invalidate refund eligibility. If the merchant can't properly identify a customer or transaction, then the refund can't be processed.
3. It is the buyer's responsibility to maintain a record of all communications. This includes weblogs, emails, tracking numbers, delivery confirmation, proof of prior refunds, and replacement shipments. When the buyer submits these files, he should make sure they are legible. If necessary, the buyer should use bold text to identify pertinent information. We advise him to provide clear and accurate evidence and keep it relevant to the point. Any illegible text or data that is submitted will be considered incomplete and it will be unable to undergo review.
4. The buyer shall be accessible in a timely manner to cooperate with the merchant.
5. As soon as the merchant initiates a refund, he or she will be able to send the proper amount through UTRUST platform.
6. The buyer will provide the address where he wants the refund to be sent. The buyer should make absolutely certain that the address was typed correctly. A single missed digit could mean that the refund is sent to another address. Since transfers cannot be reversed it's crucial to double check everything.
7. The refund process will start after the last detected payment transaction is confirmed or failed.

1.1 Payment exceptions

1.1.1 Underpayment

1. Underpayments occur when the buyer sends less than the full amount required to mark the order as paid. Since the order is not fully paid or complete, the funds are not sent to the merchant. The buyer is able to request a refund of the partial payment during the payment process directly from the displayed payment notification.
2. For 24 hours, UTRUST keeps monitoring the blockchain in an attempt to detect the transaction. All the transactions detected after the order expiration and within 24 hours will be marked as "expired" and will be refunded together.
3. UTRUST will send an email notification to the buyer explaining the refund process details and asking to provide the address to where UTRUST can send the refund.
4. Once the refund is completed, UTRUST will inform the merchant. UTRUST will send an email notification to the buyer confirming the refund.



1.1.2 Overpayment

1. Overpayments occur when the buyer sends more than the full amount required to mark the order as paid. Once the payment is confirmed, the funds will be transferred to the merchant.
2. Shortly after, in order to refund the excess funds, UTRUST will send an email notification to the buyer explaining the refund process details and requesting an address to where UTRUST can send the refund.
3. Once the refund is completed, UTRUST will inform the merchant. UTRUST will send an email notification to the buyer confirming the refund.

1.1.3 Expired payment

1. Cryptocurrencies are permissionless push payments. All the transactions detected after the order expiration and within 24 hours will be marked as “expired” and will be refunded together.
2. Afterward, the refund will be automatically triggered by UTRUST of the full amount received for that payment.
3. UTRUST will send an email notification to the buyer explaining the refund process details and requesting an address to where UTRUST can send the refund.
4. Once the refund is completed, UTRUST will send an email notification to the buyer confirming the refund.

1.2 Reimbursement requirements

1. UTRUST is not responsible for the merchant’s refund policies. We recommend merchants to provide a clear refund policy for their customers (containing for example exceptions, advice, and specific terms).
2. The buyer may be reimbursed only if all the requirements below are fulfilled:
 - a) The purchase must be eligible.
 - b) UTRUST views some transactions as ineligible or subject to appreciation, they are as follows:
 - i. Real estate;
 - ii. Vehicles;
 - iii. Gambling;
 - iv. Financial products and investments;
 - v. Donations;
 - vi. Personal transactions;
 - vii. Activities involving winning a prize;
 - viii. Drugs and drug paraphernalia.
 - c) The refund request motive must be one of the following:
 - i. Item was not received (NR) within the maximum estimated delivery date.



ii. Item is significantly different from its description (SDD). This means that the buyer received a different product from the described.

Note: The protection is excluded when a defect is already predicted in the description.

- d) A refund request was made in the buyer's favour.
- e) The transferred amount is above the mining fee.

2 Recommended resolution

Here are a couple of ways of resolving an issue:

- a) Opting for a friendly resolution. This is always the best option for both parties. The buyer should resolve the problem directly with the merchant in accordance with his return/refund policy. It is the buyer's responsibility to keep track of the merchant's established deadlines. Some merchants might require the buyer to take certain actions. If the buyer fails to meet merchant conditions, he may not receive a refund.
- b) Opting for special refunds. Merchants may opt to appeal to a different kind of refund as for example, a non-documented refund.

3 Refund Amount

1. If the merchant decides to refund the buyer, he will be credited with the full or partial amount of the payment. The transaction, mining and network fees will be subtracted from the final amount.
2. The merchant is liable for the amount UTRUST will reimburse the buyer. Please have in mind that UTRUST is not obliged to reimburse the fees or any other costs associated with the transaction.

4 Failed payment

1. Failed payments occur when the payment transaction fails due to reasons other than the payment exceptions. This usually results from invalid or rejected transactions sent to the blockchain or due to fraud detection systems flagging the origin address; other technical or legal matters.
2. Failed payments won't be eligible for the refund process.