



CROSS-CHAIN RECOVERY POLICY

(UPDATED 16.07.2018)

Cross-chain deposit means a deposit of a coin to a different coin's address (e.g. sending bitcoin to Ether wallet). Wallets for one blockchain token cannot support tokens from another blockchain. This means that, for example, sending Bitcoin to an Ether wallet would result in the loss of the Bitcoin.

Recovery of cross-chain deposits is a high-risk and time-consuming process. Not all deposits may be recovered, and the level of complexity, risk and time frames depend both on the type of currency and the address used for deposit.

XCOEX has developed the following fee structure for all cross-chain recovery requests: Mistakenly sent BTC - the recovery is a flat fee of 1% BTC of the amount sent to the wrong address.

It should be remembered that difficulties related to cross-chain recovery processes can significantly impact the time it takes to complete such requests. We aim to execute feasible requests within a 14-day period, but delays may accrue. In this case our support team will inform you appropriately.

NOTICE: We will not be able to recover assets that are not listed and supported by the XCOEX platform.