

Refund Policy

Last Updated: March 13, 2026

This Refund Policy forms an integral part of the Wefi Terms and Conditions.

1. Important Notice – Finality of Purchases

Purchases of tokens, ITO units, digital assets, and related services on the Wefi platform are generally final and non-refundable once the transaction has been successfully executed. Due to the nature of blockchain technology and digital asset delivery, completed transactions cannot be reversed or cancelled.

Without limitation, ITO units are non-refundable once activated or delivered on-chain, as such activation or delivery is irreversible.

2. When a Refund May Be Available

A refund may be granted only in limited circumstances, where the issue is directly attributable to Wefi, including:

- a technical failure of Wefi's systems that prevents successful delivery of the purchased service or digital asset;
- an unauthorized transaction caused by a **verified security breach of Wefi's infrastructure**;
- a service was charged but not provided due to an operational error by Wefi.

Refunds are **not available** in the following cases, including but not limited to:

- successfully completed token, cryptocurrency, or **ITO unit** transactions;
- activation or on-chain delivery of digital assets;
- market volatility, price fluctuations, or investment performance;
- change of mind, buyer's remorse, or personal circumstances;
- errors caused by the user, including incorrect wallet addresses, payment details, or failure to follow instructions.

3. Cancellation Before Execution

Transactions may only be cancelled **prior to execution**.

Once a transaction has been processed on-chain or through the applicable payment system, it **can no longer be cancelled or refunded**.

4. How to Request a Refund

Refund requests must be submitted through Wefi's official support channels **within fourteen (14) calendar days** from the transaction date and must include:

- the relevant transaction reference or ID;
- a clear description of the issue;
- supporting evidence, where applicable.

Approved refunds, if any, are processed within **thirty (30) business days**.

5. Fees

Approved refunds may be subject to deductions for applicable processing, network, banking, administrative, or third-party fees.

6. Payment Disputes and Chargebacks

Before initiating a chargeback or payment dispute with a payment provider, you must contact Wefi support to attempt to resolve the issue.

Unjustified or abusive chargebacks may result in account suspension or termination and liability for chargeback-related fees, in accordance with applicable card network rules and law.

7. Consumer Information

Where permitted under applicable law, you acknowledge and agree that:

- the purchase may involve immediate delivery of digital content or digital assets;
- once execution or delivery begins, the statutory right of withdrawal may no longer apply;
- you expressly consent to such immediate execution and acknowledge the resulting loss of withdrawal rights, where applicable.

8. Final Decision

All refund determinations are made at Wefi's sole discretion, in accordance with this Refund Policy and applicable law, and are final.