

# Refund Policy

This article outlines SHIPL refund policies.

## 1. TRANSACTIONS INVOLVING CRYPTOCURRENCY

Due to the irreversible nature of cryptocurrency transactions, refunds are not possible for all transactions where the customer is purchasing digital assets such as an NFT.

You hereby agree that upon delivery of the purchased product, you will not be entitled to any credit or refund and all purchases are final. SHIPL's obligation towards you will be absolutely discharged upon delivery of the product to you and shall have no claim or right against SHIPL upon such delivery.

## 2. CHARGEBACKS

SHIPL expects the User to contact it using SHIPL contact details to resolve any problem or issue related to his/her payments, before the User makes any Chargeback request. This Section does not affect any rights and/or claims, which the User may have against the bank/financial institution.

SHIPL will investigate any Chargeback requests made by the User and in response will inform the User's Issuing Bank whether any Service or Transaction has been cancelled.

SHIPL reserves the right to suspend User's account and lock User's Funds during the chargeback investigation procedure.

## 3. MISCELLANEOUS

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 SHIPL and in the case of any amendments, SHIPL will make an appropriate announcement. The changes will apply after SHIPL has given notice.

In case if the User does not wish to accept the revised Refund Policy, he/she should not continue to use SHIPL Services. If the User continues to use the Services after the date on which the change comes into effect, his/her use of the Services to be bound by the new Refund Policy.