

USER TERMS AND CONDITIONS

[Updated on 12th June, 2023]

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THE ONLINE PLATFORMS

Crypque Pvt. Ltd, is a private limited company incorporated under the laws of India and having its registered office at, 27th April 2022 at JMD MEGAPOLIS, Office No 257, Badshahpur Sohna Rd Hwy, Gurgaon 122018, Haryana, India.

(herein after referred to as "**Crypque Pvt. Ltd**", which term shall refer to and include its owners, directors, investors, employees, officers, representatives, affiliates, or other related parties). Persons availing of the Crypque Services (as defined below), directly or indirectly, are referred to herein, as "User". Only natural or legal persons can be Users, and no person other than a natural or legal person with a valid, authorised account with Crypque Pvt. Ltd can avail of the Crypque Pvt. Ltd. in any manner whatsoever.

This is an agreement between Crypque Pvt. Ltd and User, which together with the Privacy Policy (collectively referred to herein as the ("**Agreement**") shall be binding on the User. User terms and conditions (together with the documents referred to in it) ("**Terms**") are the terms on which user may make use of the website www.Crypque.in and the associated mobile and software applications (either existing or available in the future) (Collectively the "**Online Platforms**") and Crypque Pvt. Ltd. (as defined below), whether as a guest or a registered user. Use of the Crypque Pvt. Ltd Platform includes accessing, browsing, or registering to use of Crypque Pvt. Ltd.. By signing up with Crypque Pvt. Ltd website, mobile website or mobile app, User hereby agrees to be bound by the Terms and Conditions of Service set out hereunder for availing of the Crypque Pvt. Ltd. and also the policies mentioned herein and to any modifications, amendments or updates made to the said Agreement.

Please read these Terms carefully before you start to use Crypque Pvt. Ltd. We recommend that you print a copy of this for future reference.

We may amend this Agreement related to the Services from time to time. Amendments will be effective upon our posting of such updated Agreement at this location or the amended policies or supplemental terms on the applicable Service. Your continued access or use of the Services after such posting constitutes your consent to be bound by the Agreement, as amended.

If you do not agree to these Terms, you must not use Crypque Pvt. Ltd. If you do not agree with any amendments made by to these Terms at any time in future, you must stop using Crypque Pvt. Ltd. with immediate effect.

1. OTHER APPLICABLE TERMS

These Terms refer to, incorporate, and include the following additional terms, which also apply to your use of the Online Platforms:

1. Our Privacy Policy, which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using the Online Platforms, you consent to such processing and you warrant that all data provided by you is accurate.
2. Our Anti-Money Laundering Policy, which sets out the terms regarding identity verification of our Users and the procedures followed for early identification and reporting of prohibited/illegal activities which may be committed by using our services. When using the Online Platforms, you must at all times comply with the AML Policy.
3. Our product specific Terms and Conditions ("**Product Terms**") which may be (A) displayed on the product-specific page of the Online Platforms; or (B) incorporated into the product-specific onboarding agreements or enrolment/application forms; or (C) incorporated into these Terms by way of product-specific addendums from time to time. The Product Terms supplement these general Terms, and in the event of a conflict between these Terms and the Product Terms, the Product Terms shall prevail in so far as the conflict relates to the specific product.

2. LIMITATIONS ON USE OF CRYPQUE PVT. LTD.

4. Crypque Pvt. Ltd offers a platform for Cryptocurrencies or virtual digital asset or web3 money or any other such name as government of India or respected authority notified time to time. Though presently the platform offers learning in various cryptocurrencies, coins, tokens, mechanism learning. Crypque Pvt. Ltd. may extend to other cryptocurrencies or narrative as well in the future (for which all of the terms contained herein will apply). Crypque Pvt. Ltd is neither the creator nor the administrator of any cryptocurrencies including Bitcoins, Ethereum, Litecoin, Ripple, Cardano, Solana, Polkadot, Tezos, Bitcoin Cash or any other Cryptocurrencies it offers or may offer services in future and is not in any way responsible for the global pricing of any cryptocurrency, the operation of any blockchain with respect to any cryptocurrency, or the mining process in relation to any cryptocurrency. Crypque Pvt. Ltd has no control over the generation, distribution, retention (except in its wallets), verification, termination, or market volatility of any cryptocurrencies. It merely acts as an educator / facilitator for learn technology narratives for the enhance knowledge in cryptocurrencies by User, and provides other ancillary services in relation thereto, which are more fully set out hereunder.
5. Crypque Pvt. Ltd does not provide any warranty or / and guarantee of any kind, either express or implied, in relation to the Crypque Pvt. Ltd.. The Crypque Pvt. Ltd. and the products offered therein, including facilitation services for the trading of cryptocurrencies between Users, are provided on an "as-is" and "as available" basis. Users avail of the Crypque Pvt. Ltd., and deal in cryptocurrencies at their own risk and with full awareness of the risk of the possible diminishment,

devaluation and (potentially) complete loss of the entire holding or valuation of the User Account and all cryptocurrencies or web3 money or experimental token held therein, in the event of the occurrence of any of the risk factors outlined in this Agreement (as well as other risk factors inherent in any transactions involving cryptocurrencies), including, but not limited to, changes in the regulatory or legal regime in India and/or outside India, and any legal, regulatory, contractual or other restrictions that may be placed on Crypque Pvt. Ltd. It is hereby expressly declared that Crypque Pvt. Ltd offers no warranty or /and guarantee of any kind regarding the Crypque Pvt. Ltd..

6. Crypque Pvt. Ltd. are strictly available for use only within India, to the extent (and till such time) that transactions or trading in cryptocurrencies are permitted and not been curtailed in such parts of India. Further, in the event that a user is a Prohibited Person, or resides in any Prohibited Jurisdiction, such users are not permitted to use the Crypque Pvt. Ltd. in any form ("Prohibited Jurisdiction Use"). Any Prohibited Jurisdiction Use will amount to a breach of this Agreement, and Crypque Pvt. Ltd shall forthwith be entitled to terminate this Agreement and the use and operation of the relevant User Account, shall extend all cooperation to the relevant governmental and enforcement authorities, and shall not be liable in any manner whatsoever for any Loss arising out of such, in relation to, or subsequent to such Prohibited Jurisdiction Use. Users are therefore duly warned against availing of the Crypque Pvt. Ltd. in any manner whatsoever in or from a Prohibited Jurisdiction, or from anywhere outside India. Users shall be solely responsible for ensuring compliance with this requirement, and for compliance with the laws and regulations of the jurisdiction in or from where they are availing of the Crypque Pvt. Ltd. Subject to confirmation by the User to be bound by the terms contained herein, and compliance with the terms contained herein at all times, Crypque Pvt. Ltd. hereby grants to the User a personal, revocable, non-exclusive, non-transferable, non-sub-licensable, and limited right to use the Crypque Pvt. Ltd. Users are hereby duly cautioned that presently in India, "virtual currencies" or web3 utility token (including all cryptocurrencies, cryptocurrency tokens and digital assets) have not been recognised or authorised as a medium for payment, as a commodity for trade, or in any form, by central bank, monetary authority, or governmental or regulatory body in India. The Reserve Bank of India ("RBI") has currently issued three press release viz. dated 24th December 2013, 1st February 2017 and 5th December 2017 respectively, cautioning users, holders and traders against the use of, and trading in, virtual currencies. Users shall therefore avail of the Crypque Pvt. Ltd. subject to the above caution issued by the RBI, and should be aware of the regulatory and financial risks inherent in dealing with cryptocurrencies in any manner.
7. Crypque Pvt. Ltd. may use third party service providers to render some or all of the Crypque Pvt. Ltd., or for facilitating the same. User agrees to the use of such third parties, and hereby provides consent for collection, analysis, use, dissemination and retention by such third parties of any and all personal data, or and sensitive personal data and information, of the User. User shall be bound by

the terms of service of such third parties to the same extent as Crypque Pvt. Ltd. would be bound. Crypque Pvt. Ltd. shall however not be responsible or liable for any act, inaction, commission or omission by such third parties, including with respect to data protection, privacy, security practices, or compliance with applicable laws and regulations with respect thereto, including (but not limited to) the Information Technology Act, 2000.

8. These terms shall be applicable to all existing and new Users. Crypque Pvt. Ltd. reserves the right to modify or amend the terms herein, and intimation thereof shall be sent to existing Users, who may decide to opt out of the Crypque Pvt. Ltd. at such time by intimating Crypque Pvt. Ltd. of such intention in writing. Continued use of the Crypque Pvt. Ltd. shall be deemed to amount to confirmation and acceptance of the modified or altered terms hereof.
9. The Parties agree that the terms set out hereunder are in consideration of good and valuable consideration and shall be and are intended to be binding on both Parties.

3. SCOPE OF SERVICES

1. Crypque Pvt. Ltd provides access to a platform that the following services, among others (together the “**Crypque Pvt. Ltd.**”):
 1. Online Learning of cryptocurrencies (including cryptocurrencies, cryptocurrency tokens and digital assets) including their sale and purchase (either using INR denominated funds or another form of Digital Assets).
 2. Transfer of Funds from a User's INR Wallet (as defined below) into its Linked Banked Account (as defined below) and vice versa.
 3. Online use of Digital Assets or web3 product (defined below) owned by the Users. Making and withdrawing of fixed term deposits of cryptocurrencies and Digital assets by the Users.
 4. Such other products, services or offerings as may be introduced by Crypque Pvt. Ltd from time to time.
2. Subject to the conditions set out above, Users may utilize the Crypque Pvt. Ltd. to purchase and/or sell cryptocurrencies (including cryptocurrencies, cryptocurrency tokens and digital assets) to and from each other, using the Crypque Pvt. Ltd Platform. The authentication of such buyers and sellers is the sole responsibility of the concerned User(s), and Users are required to ensure that all of the Crypque Pvt. Ltd. are availed of only for legal purposes and through legal means.

4. DEFINITIONS

1. "Coin Wallet" or "Cryptocurrency Wallet" or "Digital Token Wallet" means an online address accessible through the Online Platforms and operated by a User for storage of its cryptocurrencies or web3 tokens or coins (including cryptocurrencies, cryptocurrency tokens and digital assets or any other things as specified by time to time);
2. "Content" means any information, text, graphics, or other materials uploaded by the Company or the users, which appears on the Online Platforms for other users to access;
3. "Digital Assets" or "Cryptocurrencies" or "Cryptocurrency Tokens" or Digital Tokens or Web 3 tokens refer to (i) blockchain based crypto-currencies such as Bitcoins, Litecoin, Ethereum, Ripple, etc., or any other form of virtual currencies as well as proprietary coins and tokens; or (ii) a digital representation of value that functions as (a) a medium of exchange; (b) a unit of account; (c) a store of value, and/or (d) other similar digital representations of rights or assets, which is neither issued nor guaranteed by any country or jurisdiction and does not have legal tender status in any country or jurisdiction, typically including blockchain-based assets or rights including sovereign cryptocurrency or virtual currency such as bitcoins, Litecoin, and ethers;
4. "INR" means Indian Rupees and web3 money means token, coins whether fungible or non-fungible;
5. "INR Wallet" means an online address accessible through the Online Platforms and operated by a User for the storage of the User INR holdings. Web3 money means cryptographically based token or coin whether fungible or non-fungible;
6. "Funds" or "Holdings" refers to both cryptocurrencies (including cryptocurrencies, cryptocurrency tokens and digital assets) and INR, as the case maybe;
7. "Linked Bank Account" refers to any bank account owned and operated by the User and held with a Scheduled Commercial Bank, whose details were provided by the User during the activation process mentioned under Clause 8.1 herein;
8. "Sanctions Lists" has the meaning given to it under the AML Policy and includes the Specially Designated Nationals and Blocked Persons (SDN) List and the Non-SDN List, including, but not limited to, the Sectoral Sanctions Identifications List, published by OFAC; the Section 311 Special Measures for Jurisdictions, Financial Institutions, or International Transactions of Primary Money Laundering Concern published by FinCEN; and, any other foreign terrorist organization or other sanctioned, restricted, or debarred party list published by the FIA, or under Economic Sanctions, AML, or CTF Laws of or by Governments of the United States, the British Virgin Islands (including any sanctioned, restricted, or debarred party list under the Laws of the United Kingdom and applicable in the British Virgin Islands), or the United Nations;
9. "Wallet(s)" refers to a User's "Coin Wallet" or "Cryptocurrency Wallet" and/or its "INR Wallet", as the case maybe or prescribed time to time;
10. "Claims" includes any and all charges, complaints, actions, agreements, amounts, damages, claims, liabilities, promises, controversies, damages, or causes of action, litigation, suits, rights, demands, costs, losses, debts, interest, indemnities, fines, penalties, and expenses (including attorneys "consultants", and statutory fees and costs incurred), and obligations of any nature or description whatsoever, past,

present, or future, under applicable Law, contract, or in equity, known or unknown, suspected or unsuspected, existing or prospective, irrespective of whether the concerned Party proposes to appeal/challenge such claims.

11. "Laws" means and includes (i) all applicable provisions of all constitutions, treaties, statutes, laws (including common law), codes, rules, regulations, ordinances, by-laws or orders of, or any similar form of decision, interpretation or policy of, or determination by, any governmental or similar authority, (ii) governmental approvals, consents, licenses, registrations, etc., (iii) orders, decision, injunctions, judgments, awards and decrees of or agreements with any governmental or similar authority, and (iv) all laws, statutes, orders, regulations, rules, treaties, and/or official obligations or requirements enacted, promulgated, issued, ratified, enforced, or administered by any Government that apply to Crypque Pvt. Ltd.
12. "Loss" means and includes (i) all losses, Claims, demands, liabilities, obligations, fines, expenses, costs (including litigation costs and costs of remedying any default or damage caused), and damages (whether or not resulting from third party Claims), taxes, including interests and penalties with respect thereto and expenses, including reasonable attorneys, consultants, and accountants fees and disbursements; and (ii) collectively, any claim, application, loss, injury, delay, accident, cost, business interruption costs, or any other expenses (including, but not limited to, attorneys™ fees or the costs of any claim or suit), including, but not limited to, any incidental, direct, indirect, general, special, punitive, exemplary, or consequential damages, loss of goodwill or business profits, work stoppage, data loss, computer failure or malfunction, or any and all other commercial losses
13. My reference to "you" or "your" or "user" or Permitted Beneficiary refers to you as a user of the Online Platforms and the Services and any reference to we, our and us shall refer to the Company as the provider of the Services.
14. "Economic Sanctions" means financial sanctions, trade embargoes, export or import controls, anti-boycott, and restrictive trade measures enacted, administered, enforced, or penalized by any Laws applicable to Crypque Pvt. Ltd.
15. "Government" means any national, federal, state, municipal, local, or foreign branch of government, including, but not limited to, any department, agency, subdivision, bureau, commission, court, tribunal, arbitral body, or other governmental, government appointed, or quasi-governmental authority or component exercising executive, legislative, juridical, regulatory, or administrative powers, authority, or functions of or pertaining to a government instrumentality, including, but not limited to, any parasternal company, or state-owned (majority or greater) or controlled business enterprise;
16. "Affiliate" means, in relation to either Party, a direct or indirect subsidiary of the Party, a holding company of the Party, and any other subsidiary of that holding company;
17. "Associates" means, in relation to a Person, such Person and each and every one of its shareholders, directors, officers, Affiliates, employees, contractors, agents, partners, insurers, and attorneys.
18. "Prohibited Jurisdiction" means any of: Cuba, Democratic Peoples Republic of Korea (North Korea), Iran, Syria or Crimea (a region of Ukraine annexed by the Russian

Federation); or any jurisdiction within India where services related to cryptocurrencies educational or non-educational purpose may be prohibited.

19. "Prohibited Person" means any citizen or resident of, Government or Government Official of, or Person in or subject to the jurisdiction of, any Prohibited Jurisdiction; and any Sanctioned Person.
20. "Sanctioned Person" refers to any Person or Digital Tokens Address that is: (i) specifically listed in any Sanctions List; (ii) directly or indirectly owned by any Person or group of Persons in the aggregate, or a Digital Tokens Wallet associated with such Person or Persons, referred to in any Sanctions List, or Government or Government Official of any Prohibited Jurisdiction; or (iii) that is subject to any Government Approval or otherwise sanctioned, restricted, or penalized under applicable Economic Sanctions, AML, or CTF Laws
21. "Government Official" means an officer or employee of any Government, a director, officer, or employee of any instrumentality of any Government, a candidate for public office, a political party or political party official, an officer or employee of a public international organization, and any Person who is acting in an official capacity for any of the foregoing, even if such Person is acting in that capacity temporarily and without compensation.

5. CHANGES TO THESE TERMS AND SERVICES

1. We may revise these Terms at any time by amending this page. Please check this page from time to time to take notice of any changes we made, as they are binding on you.
2. We may, without prior notice, change the Services; add or remove functionalities or features; stop providing the Services or features of the Services, to you or to users generally; or create usage limits for the Services.

6. CHANGES TO THE CRYPQUE PVT. LTD.

1. We may update Crypque Pvt. Ltd. from time to time, and may change the Content at any time on the Crypque Pvt. Ltd Online platform. However, please note that any of the Content on the Crypque Pvt. Ltd Online Platforms may be out of date at any given time and we are under no obligation to update it.
2. We do not guarantee that the Crypque Pvt. Ltd. or its Online Platforms, or any Content on it, will be free from errors or omissions.

7. ACCESSING THE ONLINE PLATFORMS

1. We do not guarantee that your use of the Crypque Pvt. Ltd. will always be available or be uninterrupted. Access to the Crypque Pvt. Ltd. is permitted on a temporary basis. We may suspend, withdraw, discontinue or change all or any part of the Crypque Pvt. Ltd. without notice. We will not be liable to you, including without limitation, for any losses incurred due to volatility of prices of the

Cryptocurrencies if for any reason the Crypque Pvt. Ltd. are unavailable at any time or for any period.

2. You are also responsible for ensuring that all persons who access the Crypque Pvt. Ltd. through your internet connection are aware of these Terms and other applicable terms and conditions, and that they comply with them.

8. YOUR ACCOUNT GENERAL USAGE AND TERMINATION

1. **Limited License:** We grant you a limited, nonexclusive, non-transferable license, subject to the terms of this Agreement, to access and use the Crypque Pvt. Ltd., and related content, materials, information (collectively, the "Content") solely for approved purposes as permitted by Crypque Pvt. Ltd from time to time. Any other use of the Crypque Pvt. Ltd Site or Content is expressly prohibited and all other right, title, and interest in the Crypque Pvt. Ltd Site or Content is exclusively the property of Crypque Pvt. Ltd and its licensors. You agree you will not copy, transmit, distribute, sell, license, reverse engineer, modify, publish, or participate in the transfer or sale of, create derivative works from, or in any other way exploit any of the Content, in whole or in part. " Crypque Pvt. Ltd.", " Crypque Pvt. Ltd " and all logos related to the Crypque Pvt. Ltd. or displayed on the Crypque Pvt. Ltd. Site are either trademarks or registered marks of Crypque Pvt. Ltd. or its licensors. You may not copy, imitate or use them without Crypque Pvt. Ltd. 's prior written consent.
2. If you choose to register with us for availing Crypque Pvt. Ltd., an account will be created for your use on the Online Platforms and you will be provided with required Account Information to enable your access to the Account. In order to access any Services, you must activate your account ("User Account") by following the identity verification process specified in the AML Policy. Failure to complete the User Account activation process as per the AML Policy will entitle the Company to terminate the said User Account. The term "Account Information" refers to a password and such information which may be provided by you as part of our security and verification procedures. If you register on the Online Platforms through any third party website like gmail, the login information of such third party account, as the case may be, shall be considered part of the Account Information. You must always treat Account Information as confidential and must not disclose it to any third party. Any access to the Online Platforms through your Account shall be considered as access by you or on your behalf and you shall be solely responsible for any activity carried out in, by or through your Account either on the Online Platforms or any other website accessed by you through the Online Platforms.
3. You represent and warrant that: (A) you are competent to contract i.e. (i) if you are an individual, that you are over eighteen years of age, or (ii) that if you are registering on behalf of an entity, that you are authorized to enter into, and bind the entity to, these Terms and register for the Services, in accordance with the

laws of India; and (B) your name is not included in any Sanctions Lists; and (C) you are an Indian resident as defined under the Foreign Exchange Management Act, 1999 and the rules and regulations framed thereunder; and (D) your membership has not been suspended or terminated by us for any reason whatsoever. If we change the eligibility criteria to be registered with the Online Platforms and you no longer comply with the new eligibility criteria, as determined by us in our sole discretion, you accept that we may close your Account without any liability for us. You are solely responsible for ensuring that you are in compliance with these Terms and with all laws, rules and regulations applicable to you. If your right to access the Services is revoked or use of the Services is in any way prohibited, in such circumstances, you agree not to use or access the Online Platforms or use the Services in any way.

4. We have the right to disable your access to the User Account or any part of it, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these Terms, including without limitation the AML Policy.
5. If you know or suspect that anyone other than you know or has unauthorized access to your Account Information or any part of it, you must promptly notify us by sending us an e-mail at support@crypque.in. We are not liable for any losses or other consequences of unauthorised use of your account.
6. **Third-Party Applications.** If, to the extent permitted by Crypque Pvt. Ltd. from time to time, you grant express permission to a third party to access or connect to your Crypque Pvt. Ltd. Account, either through the third party's product or service or through the Crypque Pvt. Ltd. Site, you acknowledge that granting permission to a third party to take specific actions on your behalf does not relieve you of any of your responsibilities under this Agreement. You are fully responsible for all acts or omissions of any third party with access to your Crypque Pvt. Ltd. Account. Further, you acknowledge and agree that you will not hold Crypque Pvt. Ltd. responsible for, and will indemnify Crypque Pvt. Ltd. from, any liability arising out of or related to any act or omission of any third party with access to your Crypque Pvt. Ltd. Account. You may change or remove permissions granted by you to third parties with respect to your Crypque Pvt. Ltd. Account at any time through the Account Settings (Integrations) page on the Crypque Pvt. Ltd. Site.
7. **Transactions Limits:** The use of all Crypque Pvt. Ltd. is subject to a limit on the amount of volume, stated in Fiat Currency terms, you may transact or transfer in a given period (e.g., daily). To view your limits, login to your Crypque Pvt. Ltd. Account and view it in your account settings. Your transaction limits may vary depending on your payment method, verification steps you have completed, and other factors. Crypque Pvt. Ltd. reserves the right to change applicable limits as we deem necessary in our sole discretion. If you wish to raise your limits beyond the posted amounts, you may submit a request at support@crypque.in. We

may require you to submit additional information about yourself or your business, provide records, and arrange for meetings with Crypque Pvt. Ltd. staff (such process, "Enhanced Due Diligence"). Crypque Pvt. Ltd. reserves the right to charge you costs and fees associated with Enhanced Due Diligence, provided that we notify you in advance of any such charges accruing. In our sole discretion, we may refuse to raise your limits or we may lower your limits at a subsequent time even if you have completed Enhanced Due Diligence.

8. Suspension, Termination, and Cancellation: Crypque Pvt. Ltd. may, at its sole and absolute discretion, and at any time: (a) suspend, restrict, or terminate your access to any or all of the Crypque Pvt. Ltd., and/or (b) deactivate or cancel your Crypque Pvt. Ltd. Account if:
 1. We are so required by a facially valid subpoena, court order, binding order of a government authority or applicable laws; or
 2. We reasonably suspect you of using your Crypque Pvt. Ltd. Account in connection with a Prohibited Use or Business; or
 3. Use of your Crypque Pvt. Ltd. Account is subject to any pending litigation, investigation, or government proceeding and/or we perceive a heightened risk of legal or regulatory non-compliance associated with your Account activity; or
 4. Our service partners are unable to support your use; or
 5. You take any action that Crypque Pvt. Ltd. deems as circumventing Crypque Pvt. Ltd. ' controls, including, but not limited to, opening multiple Crypque Pvt. Ltd. Accounts or abusing promotions which Crypque Pvt. Ltd. may offer from time to time.
 6. We understand dealing with payment issues can be stressful, and we want to hear our customers concerns. Nevertheless, if that frustration becomes aggressive, threatening, or disparaging towards our staff, we consider that behaviour unacceptable and may refuse to provide additional service. All threats of violence are reported to authorities and Crypque Pvt. Ltd. reserves the right to close the account of any customer making such threats. Everyone has a right to feel safe at work, and that is no different for Crypque Pvt. Ltd. Crypque Pvt. Ltd. chooses to protect our staff and say no to abusive behaviour. We strive to offer the best support in the digital assets industry, but when a customer mistreats our staff with abusive or threatening language, we reserve the right to end the business relationship with that customer.
9. If Crypque Pvt. Ltd. suspends or closes your account, or terminates your use of Crypque Pvt. Ltd. for any reason, we will provide you with notice of our actions unless a court order or other legal process prohibits Crypque Pvt. Ltd from providing you with such notice. You acknowledge that Crypque Pvt. Ltd ' decision to take certain actions, including limiting access to, suspending, or closing your account, may be based on confidential criteria that are essential to Crypque Pvt. Ltd. ' risk management and security protocols. You agree that Crypque Pvt. Ltd. is

under no obligation to disclose the details of its risk management and security procedures to you.

10. You will be permitted to transfer Cryptocurrency or funds associated only with your hosted Cryptocurrency Wallet(s) and/or your Currency Wallet(s) for ninety (90) days after Account deactivation or cancellation unless such transfer is otherwise prohibited (i) under the law, including but not limited to applicable sanctions programs, or (ii) by a facially valid subpoena or court order. If Crypque Pvt. Ltd. suspends or closes your account, or terminates your use of Crypque Pvt. Ltd. for any reason Crypque Pvt. Ltd. reserves the right to require you to complete the Verification Procedures before permitting you with transfer or withdraw Digital Currency or Fiat Currency.
11. You may cancel your Crypque Pvt. Ltd. Account at any time by withdrawing all balances and visiting settings option in [Crypque.in](https://crypque.in). You will not be charged for cancelling your Crypque Pvt. Ltd. Account, although you will be required to pay any outstanding amounts owed to Crypque Pvt. Ltd. You authorize us to cancel or suspend any pending transactions at the time of cancellation.
12. Privacy of Others; Marketing: If you receive information about another user through the Crypque Pvt. Ltd., you must keep the information confidential and only use it in connection with the Crypque Pvt. Ltd. You may not disclose or distribute a user's information to a third party or use the information except as reasonably necessary to effectuate a transaction and other functions reasonably incidental thereto such as support, reconciliation and accounting unless you receive the user's express consent to do so. You may not send unsolicited email to a user through the Crypque Pvt. Ltd.
13. Password Security; Contact Information: You are responsible for maintaining adequate security and control of any and all IDs, passwords, hints, personal identification numbers (PINs), API keys or any other codes that you use to access the Crypque Pvt. Ltd. Any loss or compromise of the foregoing information and/or your personal information may result in unauthorized access to your Crypque Pvt. Ltd. Account by third-parties and the loss or theft of any Digital Currency and/or funds held in your Crypque Pvt. Ltd. Account and any associated accounts, including your linked bank account(s) and credit card(s). You are responsible for keeping your email address and telephone number up to date in your Account Profile in order to receive any notices or alerts that we may send you. We assume no responsibility for any loss that you may sustain due to compromise of account login credentials due to no fault of Crypque Pvt. Ltd. and/ or failure to follow or act on any notices or alerts that we may send to you. In the event you believe your Crypque Pvt. Ltd. Account information has been compromised, contact Crypque Pvt. Ltd. Support immediately at Info.mobicry.io.
14. Taxes: The fee you are paying is inclusive of applicable GST. Crypque Pvt. Ltd is also responsible for the deduction for TDS wherever applicable as mentioned in this

agreement. It is your sole responsibility to determine whether, and to what extent, any other taxes apply to any transactions you conduct through the Crypque Pvt. Ltd., and to withhold, collect, report and remit the correct amounts of taxes to the appropriate tax authorities. Your transaction history is available through your Crypque Pvt. Ltd. Account.

15. **Unclaimed Property:** If Crypque Pvt. Ltd. is holding funds in your account, and Crypque Pvt. Ltd. is unable to contact you and has no record of your use of the Services for several years, applicable law may require Crypque Pvt. Ltd. to report these funds as unclaimed property to the applicable jurisdiction. If this occurs, Crypque Pvt. Ltd. will try to locate you at the address shown in our records, but if Crypque Pvt. Ltd. is unable to locate you, it may be required to deliver any such funds to the applicable or jurisdiction as unclaimed property. Crypque Pvt. Ltd. reserves the right to deduct a dormancy fee or other administrative charges from such unclaimed funds, as permitted by applicable law.
16. With effect from 01st July, 2022, the government has mandated crypto exchanges like us to withhold the taxes (at 1%) as per section 194S of the Income Tax Act, 1961 ('ITA'). Further, the withholding shall be at 5% where a customer is covered as specified person (i.e. who has not filed the return of income for the preceding financial year) under section 206AB of the Income-tax Act. Accordingly, any applicable transaction under section 194S of the ITA will be subject to withholding tax of 1% or 5% as the case may and only net of the withholding tax any amount or Virtual Digital Asset will be credited to your account. By using Crypque Pvt. Ltd. and executing any transactions that will be eligible for TDS deduction, you give us the right to deduct the applicable TDS and remit the same with the government as mandated by the law.

10. YOUR WALLETS

1. Upon activation of your User Account, we will provide you with an INR Wallet and a Coin Wallet. These Wallets enable you to purchase, send, receive or store Cryptocurrencies supported by the Online Platforms. You are required to maintain a minimum balance of Funds in your Wallets before you initiate an order and/or transaction. We reserve the right to refuse to execute any order and/or transaction initiated by you, if they are in contravention to the AML Policy or to comply with directions of appropriate enforcement authorities.

11. TERMS OF INR WALLET

1. An INR Wallet has been provided to store your INR holdings. You are the owner of the balance of each of your Currency Wallets. Crypque Pvt. Ltd. holds the balance of your Currency Wallets in dedicated accounts with financial institutions. Funds held herein can only be used to purchase cryptocurrencies through Crypque Pvt. Ltd., and the INR denominated sale proceeds of any cryptocurrencies will be credited

into this INR Wallet, less the applicable Transaction Fee. You are not entitled to any interest on the Funds held in the INR Wallet.

2. In case you wish to acquire cryptocurrencies using INR funds you will be required to transfer Funds from your Linked Bank Account to your INR Wallet to purchase any Digital Assets. Your INR Wallet will reflect funds transferred to it within 3 working days of such transfer being initiated, subject to any delays in the relevant banking channels or any other reasons not mentioned in this document.
3. You may withdraw the Funds held in your INR Wallet, by making a formal request to transfer such Funds into the Linked Bank Account, through the Online Platforms at any time ("Withdrawal"). The Company will endeavour to settle each Withdrawal Request within 3 working days of such request being made, subject to any delays in the relevant banking channels or any other reasons not mentioned in this document.
4. It is hereby clarified that your INR Wallet is not a pre-paid payment instrument that is governed or regulated by the RBI. The INR Wallet does not facilitate the purchase or acquisition of third-party goods or services, and does not enable

12. TERMS OF COIN WALLET

1. A Coin Wallet has been provided to you wherein Cryptocurrencies may be stored. Funds held in this Wallet may be used to purchase another Cryptocurrency, and any sale proceeds obtained in form of Cryptocurrencies will be credited only into this Wallet. You are not entitled to any interest on the Funds held herein.
2. You are permitted to withdraw Funds held in this account, provided such Funds can only be transferred to another Cryptocurrency wallet ("External Wallet"). You may be required to verify that you own and operate the External Wallet before your withdrawal request is accepted.
3. You are not permitted to transfer, store or receive any Cryptocurrencies in Crypque Pvt. Ltd. Online Platform that are not supported by our Online Platforms. You are also not permitted to transfer, store or receive any Cryptocurrencies in the networks/protocols that are supported by our Online Platforms. You acknowledge that the Company shall not be liable for any losses suffered by you in connection with your attempt to transfer, store or receive digital assets in contravention of this Clause.
4. Digital Currency Storage & Transmission Delays: Crypque Pvt. Ltd. securely stores all Digital Currency private keys in our control in a combination of online and offline storage. As a result, it may be necessary for Crypque Pvt. Ltd. to retrieve certain information from offline storage in order to facilitate a Cryptocurrency Transaction in accordance with your instructions, which may delay the initiation or crediting of such Cryptocurrency Transaction for 48 hours or more. You acknowledge and

agree that a Cryptocurrency Transaction facilitated by Crypque Pvt. Ltd. may be delayed.

13. YOUR GENERAL OBLIGATIONS TO USE THE SERVICES

1. **Conditions and Restrictions:** We may, at any time and in our sole discretion, refuse any exchange transaction or exchange bid submitted via the Services, impose limits on the exchange amount permitted via the Services or impose any other conditions or restrictions upon your use of the Services, without prior notice. For example, we may limit the number of open orders that you can establish via the Services or we may restrict exchanges from certain locations.
2. **Accuracy of Information:** You must provide any information required when creating a Crypque Pvt. Ltd. Account or when prompted by any screen displayed within the Services. You represent and warrant that all information you provide via the Services is accurate and complete.
3. **Cancellations:** You may only cancel an order initiated via the Services if such cancellation occurs before we execute the transaction. Once your order has been executed, you may not change, withdraw, or cancel your authorization for us to complete such transaction. If any order has been partially filled, you may cancel the unfilled remainder of that order at any time. We reserve the right to refuse any cancellation request associated with a market order once you have submitted such order.
4. **Insufficient Funds:** If you have an insufficient amount of Virtual Currency in your Hosted Wallet to complete an order via the Services, we may cancel the entire order or may fulfill a partial order using the amount of Virtual Currency currently available in your Hosted Wallet, less any fees owed to Crypque Pvt. Ltd. in connection with the execution of the exchange (as described in Section 8 above).
5. **Taxes:** Unless otherwise agreed or informed to you in writing, all taxes will be applicable to the exchange transactions you complete via the Services will be your responsibility, and it is your responsibility to report and remit the correct tax to the appropriate tax authority. You agree that, unless otherwise agreed or informed to you in writing, we are not responsible for determining the taxes applicable to your trades or for collecting, reporting, withholding, or remitting any taxes arising from any trades. By using the Online Platforms and Crypque Pvt. Ltd. Service, you hereby agree and authorise Crypque Pvt. Ltd to undertake any withholding or deduction from the proceeds of any transaction on the Online Platform as may be necessary for the purposes of fulfilling any obligations under applicable tax laws.
6. **Market Availability:** Crypque Pvt. Ltd. may open or close any market for a Virtual Currency on the Site at any time, in its sole discretion. If a market for a Virtual Currency is closed, any open orders that you may have for such Virtual Currency will be credited back to your Crypque Pvt. Ltd. Account.

7. **Currency Availability:** Crypque Pvt. Ltd. retains the right, in its sole discretion, to include a Virtual Currency on the Site, and may remove any Virtual Currency from the Site at any time for any reason. Unless otherwise required by law or law enforcement, Crypque Pvt. Ltd will make reasonable efforts to notify you of the likely removal of a Virtual Currency. If the market for a Virtual Currency is closed on the Site, you will have such period, as determined by Crypque Pvt. Ltd. at its sole discretion to push the amounts remaining in your Crypque Pvt. Ltd. Account associated with such Virtual Currency to your External Virtual Currency Address. Crypque Pvt. Ltd. will not be liable to you for any losses, liability or expenses related to the removal of a Virtual Currency.
8. Crypque Pvt. Ltd. also reserves the rights to reverse actions/ cancel trades and press legal claim charges, to cover undue gains, against any customer in the event of any incorrect executions that might have occurred due to technical glitches or hack in Crypque Pvt. Ltd. Systems or if the orders originated from a customer account that was hacked.
9. Crypque Pvt. Ltd. has the rights to recover assets from the customer in case of negative balance from the customer. If Customer performs an action which results in negative balance, customer has the responsibility to ensure that the Customer performs actions that will result in the balance becoming positive once again. Customer can also reach out to the exchange within 24 hours of such error and take help from the exchange to rectify their balance issue.
10. You are competent to use the service:
 1. If you are not a Prohibited Person (including any U.S. Person) or acting for the financial benefit of or on behalf of a Prohibited Person and is not otherwise prohibited by Laws from using the Trading Activities.
 2. If you are an individual user, that you are 18 years of age or older and that you have the capacity to contract under Laws.
 3. You are currently in compliance with, and must, at your own cost and expense, comply with all Laws that relate to or affect the Trading Activities, including, but not limited to, AML Laws, CTF Laws, Anti-Corruption Laws, Economic Sanctions Laws, Tax Information Exchange Laws or other tax Laws.
 4. You have not (i) violated, attempted or conspired to violate, or caused a violation of; (ii) been fined, debarred, sanctioned, the subject of Economic Sanctions-related restrictions, or otherwise penalized under; (iii) received any oral or written notice from any Government concerning actual or possible violation by it under; or (iv) received any other report that it is the subject or target of sanctions, restrictions, penalties, or enforcement action or investigation under, any Laws, including, but not limited to, AML Laws, CTF Laws, Anti-Corruption Laws, or Economic Sanctions Laws;
 5. Neither you nor any of your Affiliates is: (i) itself, or owned (beneficially or of record) or controlled by a Sanctioned Person; (ii) involved in any transaction, transfer, or conduct that is likely to result in it or its Associates becoming a Sanctioned Person; (iii) residing or domiciled in, or engaging in any Trading

- Activities from a Prohibited Jurisdiction; or (iv) a Government or Government Official of a Prohibited Jurisdiction; or (v) otherwise a Prohibited Person; and
6. You consent to any and all tax and information reporting under AML Laws, CTF Laws, Anti-Corruption Laws, Economic Sanctions Laws, Tax Information Exchange Laws or other tax Laws as Crypque Pvt. Ltd. may reasonably determine.
 7. Neither you nor any of your Associates has directly or indirectly offered, promised, given, or authorized any payment, or offered, promised, given, or authorized the giving of anything else of value, including, but not limited to, any Digital Tokens or Fiat, to a Government Official or individual employed by another entity in the private sector in violation of any applicable Anti-Corruption Laws.
 8. If customer is a legal entity, it is duly organized and validly existing under the laws of the jurisdiction of its organization and the individuals acting on its behalf are duly authorized by it to act on its behalf;
 9. You consent to any and all tax and information reporting under AML Laws, CTF Laws, Anti-Corruption Laws, Economic Sanctions Laws, Tax Information Exchange Laws or other tax Laws as Crypque Pvt. Ltd. may reasonably determine.
 10. You represent and warrant on the date you enter into this Agreement and each time you use the Services, in each case in reference to the facts and circumstances existing at such date, each of the statements in this section.

11. EXCHANGE ORDERS AND TRADE

1. Authorization: When you submit a new exchange order via the Services, you authorize us to execute a transaction in accordance with such order on a spot basis and charge you any applicable fees (as described in Section 8 below).
2. Independent relationship: You agree that: (a) we are not acting as your broker, agent, or advisor, or in any fiduciary capacity, and (b) no communication or information provided to you by us shall be considered or construed as advice.
3. Trade confirmation: Before a trade is placed, a confirmation dialogue summarizes the details of the proposed transaction, including the number of coins you are trying to buy or sell, the price, the applicable fees, and the total cost of the transaction. Once the Services execute your exchange transaction, your account's order book will be updated with either the open trade request, or a closed order that was fulfilled. You agree that the failure of the Services to provide such confirmation shall not prejudice or invalidate the terms of such trade.
4. Market volatility: You agree that we are not liable for any price fluctuations in Virtual Currency. In the event of a market disruption or Force Majeure Event (as defined in Section 22.3), we may do one or more of the following: (a) suspend access to the Services; or (b) prevent you from completing any actions via the Services, including closing any open positions. We will not be liable for any losses suffered by you resulting from such actions. Following any such event, when

exchange transactions resume, you acknowledge that prevailing market rates may differ significantly from the rates available prior to such event.

5. Exchange Settlement: Subject to the terms and conditions in these Terms, we will use commercially reasonable efforts to settle exchanges on a spot basis within two days of the date upon which users have agreed to execute an exchange via the Services.
6. In case funds are credited in your account by mistake due to an error of another customer, Crypque Pvt. Ltd. employee or because of system error, Crypque Pvt. Ltd. has the absolute right to recover the assets from your account. In case sufficient funds are not present in your account, Crypque Pvt. Ltd. has the rights to pursue due legal recourse to recover the same.

Third Party Liquidity Providers

7. Crypque Pvt. Ltd. will be making strategic partnerships with Third Party Liquidity Providers for the purpose of offering liquidity or better trading experience to customers. You acknowledge and agree to the following obligations and terms at which these Third-Party Liquidity Providers are providing their product / services for you to use:
8. Third Party Liquidity Provider or Crypque Pvt. Ltd. are not responsible or liable for any and all actions and inactions by Crypque Pvt. Ltd., including through the Trading Activities and all gains and Losses sustained from its access of any of the Trading Activities;
 11. that you have no right whatsoever to claim damages, specific performance, or compensation in any form from third party liquidity provider or Crypque Pvt. Ltd. as a result of Trading Activities;
 12. that there is no guarantee against Losses from the Trading Activities;
 13. that Third Party Liquidity Provider may, at its sole discretion, suspend the Trading Activities of Crypque Pvt. Ltd., in whole or in part, at any time;
 14. that Third Party Liquidity provider makes no representations, warranties, covenants or guarantees any kind to the Permitted Beneficiary and, to the extent permitted by Laws, third party liquidity provider expressly disclaims all representations, covenants, warranties or guarantees, express, implied or statutory, with respect to the Trading Activities;
 15. to provide promptly all information requested and necessary to satisfy due diligence requirements and obligations pursuant to Laws and the compliance policies or procedures of Third Party Liquidity Provider or any of its Associates and that at all times the Permitted Beneficiary and Crypque Pvt. Ltd. may be subject to enhanced due diligence procedures with respect to access of the Trading Activities and that all such information will be subject to the Terms of Service, including third party liquidity provider's privacy policy and law enforcement request policy;

16. that Trading Activities may be suspended if the Permitted Beneficiary or Crypque Pvt. Ltd. declines to provide requested due diligence information or otherwise does not reply timely or substantively with the documentation or data requested;
17. Third Party Liquidity Provider reserves the right to bar transactions from or to, to undertake enhanced due diligence, or to suspend or terminate the administration of Trading Activities for or with, Crypque Pvt. Ltd. or any Permitted Beneficiary for any reason (or for no reason) at any time, subject to any limitations imposed by Laws;
18. Third Party Liquidity Provider may suspend or terminate the provision of Customer Activities to Crypque Pvt. Ltd. or freeze or terminate the Permitted Beneficiary's assets applied to the Trading Activities, at its sole discretion, as required by Laws or where third party liquidity provider determines that the Permitted Beneficiary or Crypque Pvt. Ltd. have violated, breached, or acted inconsistent with any term of the Third Party Liquidity Agreement or the Third Party Liquidity Provider Site Terms of Service or exposed third party liquidity provider or its Associates to the possibility of sanctions, restrictions or Losses pursuant to Laws;
19. Third Party Liquidity Provider and its Associates are third party beneficiaries of this Agreement, and that, upon the Permitted Beneficiary's acceptance of the terms and conditions of this Agreement, third party liquidity provider and its Associates will have the right (and will be deemed to have accepted the right) to enforce this Agreement against the Permitted Beneficiary as a third party beneficiary thereof;
20. to the maximum extent permitted by applicable Law, to release third party liquidity provider and its Associates from liability for any and all Losses, and indemnify and save and hold third party liquidity provider and its Associates harmless from and against all Losses directly or indirectly arising out of or related to: (i) any breach by Crypque Pvt. Ltd. (including as a result of any Permitted Beneficiary) of the terms of service between Crypque Pvt. Ltd. and such third party liquidity provider; (ii) Crypque Pvt. Ltd. use of the third party liquidity provider's website; (iii) third party liquidity services, and Crypque Pvt. Ltd. use of any of them; (iv) any failure by Crypque Pvt. Ltd, the Permitted Beneficiary or any of their respective Affiliates to comply with applicable Laws; (v) any information or materials available through the third party liquidity provider's site, whether originating from third party liquidity provider, its Associates or any other Person; (vi) the real or perceived value of any currencies or Digital Tokens traded or utilized on the third party liquidity provider's site, or the price of any Digital Token displayed on the third party liquidity provider's site at any time; (vii) any inaccurate, misleading, or incomplete statement by third party liquidity provider or on the third party liquidity provider's site regarding Crypque Pvt. Ltd. Digital Tokens Wallet, whether caused by third party liquidity providers negligence or otherwise; (viii) any failure, delay, malfunction, interruption, or decision (including any decision by third party liquidity provider to vary or interfere with your rights) by third party

liquidity provider in operating the third party liquidity provider's site or providing any third party liquidity services; (i) any stolen, lost, or unauthorized use of Crypque Pvt. Ltd. Digital Tokens Wallet information, any breach of security or data breach related to Crypque Pvt. Ltd. Digital Tokens Wallet information, or any criminal or other third-party act affecting third party liquidity provider or any Associate; or (j) any offer, representation, suggestion, statement, or claim made about third party liquidity provider, the third party liquidity provider's site, or any third party liquidity provider services by third party liquidity provider or any of its Associate;

21. to the maximum extent permitted by applicable Law, the foregoing limitations of liability shall apply whether the alleged liability or Losses are based on contract, negligence, tort, unjust enrichment, strict liability, violation of law or regulation, or any other basis, even if the third party liquidity provider or its Associates have been advised of or should have known of the possibility of such Losses and damages, and without regard to the success or effectiveness of any other remedies; and
22. that such Permitted Beneficiary may not take any act or action, or omit or fail to take any act or action, or provide any information to, or omit or fail to provide any information to Crypque Pvt. Ltd. that would cause Crypque Pvt. Ltd. to breach, violate or fail to perform any of its obligations under the terms of service between Crypque Pvt. Ltd. and such third party liquidity provider.

15. INSTANT BUY/SELL SERVICES

1. In General: Eligible users in certain jurisdictions may buy or sell supported cryptocurrencies through the Conversion Services. The Conversion Services are subject to the Crypque Pvt. Ltd. "Conversion Rate" for the given transaction. "Conversion Rate" means the price of a given supported Digital Currency amount in terms of Fiat Currency or other Digital Currency as quoted on the Crypque Pvt. Ltd. Site. The Conversion Rate is stated either as a "Buy Price" or as a "Sell Price," which is the price in terms of Fiat Currency or Digital Currency at which you may buy or sell supported Digital Currency to Crypque Pvt. Ltd. You acknowledge that the Buy Price Conversion Rate may not be the same as the Sell Price Conversion Rate at any given time, and that Crypque Pvt. Ltd may add a margin or "spread" to the quoted Conversion Rate. You agree, as a condition of using any Crypque Pvt. Ltd. Conversion Services, to accept the Conversion Rate as the sole conversion metric. Crypque Pvt. Ltd reserves the right to delay any Conversion Service transaction if it perceives a risk of fraud or illegal activity. Crypque Pvt. Ltd. does not guarantee the availability of its Conversion Service, and the act of purchasing supported Digital Currency from Crypque Pvt. Ltd. does not result in a guarantee that you may sell your supported Digital Currency to Crypque Pvt. Ltd.
2. Purchase Transactions: After successfully completing the KYC procedures, you may purchase supported Digital Currency by linking a valid payment method. You

authorize Crypque Pvt. Ltd. to initiate debits from your selected payment method(s) in settlement of purchase transactions.

3. Sale Transactions: After successfully completing the KYC, you may sell supported Digital Currency by linking a valid payment method. You authorize Crypque Pvt. Ltd. to debit your Crypque Pvt. Ltd. Account(s) and initiate payments to your selected payment method(s) in settlement of sell transactions. An applicable Conversion Fee (defined below) applies to all sale transactions. Your receipt of funds will depend on the payment type, and may take up to three or more business days.
4. Reversals; Cancellations: You cannot cancel, reverse, or change any transaction marked as complete or pending. If your payment is not successful or if your payment method has insufficient funds, you authorize Crypque Pvt. Ltd., in its sole discretion, either to cancel the transaction or to debit your other payment methods, including Crypque Pvt. Ltd. balances or other linked accounts, in any amount necessary to complete the transaction. You are responsible for maintaining an adequate balance and/or sufficient credit limits in order to avoid overdraft, insufficient funds, or similar fees charged by your payment provider. Crypque Pvt. Ltd. reserves the right to refuse to process, or to cancel or reverse, any purchases or sales of Digital Currency in its sole discretion, even after funds have been debited from your account(s), if Crypque Pvt. Ltd. suspects the transaction involves (or has a high risk of involvement in) money laundering, terrorist financing, fraud, or any other type of financial crime; in response to a subpoena, court order, or other government order; if Crypque Pvt. Ltd. reasonably suspects that the transaction is erroneous; or if Crypque Pvt. Ltd. suspects the transaction relates to Prohibited Use or a Prohibited Business as set forth below. In such instances, Crypque Pvt. Ltd. will reverse the transaction and we are under no obligation to allow you to reinstate a purchase or sale order at the same price or on the same terms as the cancelled transaction.

16. USER REPRESENTATIONS, COVENANTS AND OBLIGATIONS

These Terms govern your behaviour on the Online Platforms and set forth your obligations. You agree, confirm, and represent the following:

5. You shall comply with all the obligations set forth in these Terms, including without limitation the AML Policy.
6. You will use the Services rendered by us for lawful purposes only and comply with these Terms and all applicable laws, statutes, by-laws, acts of legislature or parliament, rules, regulations, orders, ordinances, protocols, codes, guidelines, or policies of any governmental authority, including without limitation the Prevention of Money Laundering Act 2002, the Unlawful Activities (Prevention) Act 1967; and all applicable judicial orders and precedent ("**Applicable Laws**") while using and transacting on the Online Platforms.

7. Creation and maintenance of all content in your Account shall be your sole responsibility.
8. You are responsible for safeguarding the password that you use as a part of your Account Information to access the Services and for any activities or actions under your Account. We encourage you to use "strong" passwords preferably using a combination of upper and lower case letters, numbers and symbols with your Account. The Company will not be liable for any loss or damage arising from your failure to comply with this instruction. You are responsible for any liability that arises from your account credentials being used by a hacker. You are responsible for any liability that arises because of the actions performed in your Account even if you may not be personally performing that action.
9. You shall provide us with only such information (including without limitation Identification Documents submitted by you) that is true and accurate to the best of your knowledge.
10. You shall not cancel any orders initiated but not executed on the exchange. In case any order is partially executed, we may in our sole discretion permit cancellation of the unexecuted order. You acknowledge that all orders and/or transactions are irreversible once executed.
11. You must maintain sufficient Funds in your Wallets before initiating any order and/or transaction. In case you have insufficient funds in your Wallet then the Company may either cancel your order or execute a partial transaction using the Funds available in your Wallet.
12. You understand that unless otherwise agreed or informed to you in writing, all taxes will be applicable upon the trading of Cryptocurrencies and you will be required to determine your tax liability under the Applicable Laws. You acknowledge that you are solely responsible for payment of any taxes that may arise in connection with your use of Services.
13. As the price of Cryptocurrencies are very volatile and subject to fluctuation, you acknowledge that the actual market rate at which an order and/or transaction is executed may vary.
14. The Company may be required to suspend trading in cases of a force majeure event including but not limited to, any delay or failure due to any act of God, act of civil or military authorities, act of terrorists, civil disturbance, war, strike or other labor dispute, fire, interruption in telecommunications or Internet services or network provider services, failure of equipment and/or software, other catastrophe or any other occurrence which is beyond our reasonable control and shall not affect the validity and enforceability of any remaining provisions. You acknowledge that: (i) your access to the Services and/or the Funds during such periods may be limited

or restricted; and (ii) the market conditions may differ significantly, following the completion of such Force Majeure Events.

15. We do not control the underlying technology which governs the mining, creation, sale of any Cryptocurrencies. You acknowledge the Company does not exercise any control over the market price or circulation or volatility of the Digital Assets and that the contract for sale of any of the Cryptocurrencies shall be a strictly bipartite contract between the seller and the buyer.
16. Customer has to inform the Crypque Pvt. Ltd. in case of finding balance in his account not in line with his actions. Crypque Pvt. Ltd. can press criminal charges on customers who take advantage of the system for personal benefit.

17. RISKS

1. Crypque Pvt. Ltd. provides an execution-only service and does not advise on the merits of any particular transactions or their tax consequences. A considerable loss may be sustained/incurred while trading in Cryptocurrencies, hence you are advised to determine your financial circumstances and risk tolerance before trading and carefully consider the following risks:
2. Trading Tokens can be extremely risky. Each particular Token has a unique feature set that makes it more or less likely to fluctuate in value. In addition, factors beyond Crypque Pvt. Ltd. control may affect market liquidity for a particular Token, such as regulatory activity, market manipulation, or unexplainable price volatility. Blockchain networks may go offline as a result of bugs, hard forks, or a number of other unforeseeable reasons. Crypque Pvt. Ltd. does not assume the risk of losses due to trading or due to factors beyond its control regarding the viability of specific blockchain networks. As a general matter, we advise Users with limited trading experience and low risk tolerance not to engage in active trading. Speculating on the value of Tokens is high risk and Users should never trade more than they can afford to lose.
3. Understanding Tokens requires advanced technical knowledge. Tokens are often described in exceedingly technical language that requires a comprehensive understanding of applied cryptography and computer science in order to appreciate inherent risks. Listing of a Token on Crypque Pvt. Ltd. does not indicate approval or disapproval of the underlying technology regarding any Token, and should not be used as a substitute for your own understanding of the risks specific to each Token. We give you no warranty as to the suitability of the Tokens traded under these Terms and assume no fiduciary duty in our relations with you.
4. You accept the risk of trading Tokens. In entering into any transaction on the Platform, you represent that you have been, are, and will be solely responsible for making your own independent appraisal and investigations into the risks of the transaction and the underlying Tokens. You represent that you have sufficient

knowledge, market sophistication, professional advice and experience to make your own evaluation of the merits and risks of any transaction or any underlying Token.

5. You are responsible for complying with applicable law. You agree that Crypque Pvt. Ltd. is not responsible for determining whether or which laws may apply to your transactions, including tax law. You are solely responsible for reporting and paying any taxes arising from your use of the Services.
6. You are aware of and accept the risk of operational challenges. Crypque Pvt. Ltd. may experience sophisticated cyber attacks, unexpected surges in activity, or other operational or technical difficulties that may cause interruptions in the Service. You understand that the Service may experience operational issues that lead to delays on our platform. You agree to accept the risk of transaction failure resulting from unanticipated or heightened technical difficulties, including those resulting from sophisticated attacks. You agree not to hold Crypque Pvt. Ltd. accountable for any related losses.
7. Unless specifically agreed in writing to the contrary, Crypque Pvt. Ltd. does not advise on trading risk. If at any point Crypque Pvt. Ltd. or its representatives do provide trading recommendations, market commentary, or any other information, the act of doing so is incidental to your relationship with us and imposes no obligation of truth or due diligence on behalf of Crypque Pvt. Ltd. or its representatives.
8. Crypque Pvt. Ltd. is a regulated entity and must comply with applicable law. Applicable law, regulation, and executive orders may require Crypque Pvt. Ltd. to, upon request by government agencies, freeze withdrawals or trading (or both), or provide information regarding your account. Further, our recordkeeping and customer verification procedures are subject to change at any time as required by law or industry practices. We must comply with the law and you accept any inconveniences to you or other consequences resulting from our compliance.
9. There are risks associated with utilizing an Internet-based trading system including, but not limited to, the failure of hardware, software, and Internet connections. You agree that we shall not be responsible for any communication failures, disruptions, errors, distortions, or delays you may experience when trading via the Services, however caused.
10. Digital Assets are currently unregulated and trading, holding and transferring some or all Digital Assets may be deemed illegal in India in the future. You are encouraged to obtain appropriate legal counsel regarding the same before using the Online Platforms;
11. Due to the market being in a nascent stage, during a market disruption or during a force majeure event, you may face difficulties or impossibility in liquidating your position under certain market conditions.
12. Digital Assets are not backed by a central bank or any other financial regulator and as such there is no third party that may take any corrective action upon the occurrence of a global/regional crisis;
13. Since Digital Assets are held online, they are susceptible to security breaches and government crackdowns that may end up compromising the integrity or anonymity of the system that produce such Digital Assets;

14. You acknowledge that the aforementioned is an inclusive and not exhaustive statement of risks associated with the trade of Cryptocurrencies and that there may be additional risks not listed or foreseen by the Company.
15. By creating User Account, you acknowledge that you have carefully assessed your financial standing and risk tolerance and you confirm that the same is suitable for trading in Cryptocurrencies.

18. FEES

1. Creation of an Account on the Online Platforms and usage of the Online Platforms is free.
2. Trading on the Online Platform is subject to payment of a fee on each transaction executed ("Transaction Fee"). The Transaction Fee chargeable on each trade shall be as provide in the Fee Schedule crypque.in
3. Deposit of Digital Assets in the Coin Wallet is free of charge. Deposit of INR in the INR Wallet by NEFT/IMPS is also free of charge. Deposit of INR in the INR Wallet through credit card, debit card or net banking and other payment methods that uses the payment gateway will be subject to a transaction fee as described in the fee schedule. Fee applicable on withdrawal of Cryptocurrencies or INR shall be as provided in the Fee Schedule. Deposits and withdrawals on Cryptocurrencies or INR will be subject to withdrawal limits provided in the Fee Schedule.
4. Payment of Fees. You authorize us, or our designated payment processor, to charge or deduct funds from your Hosted Wallet for any applicable Fees owed in connection with exchange transactions you complete via the Services.

19. INTELLECTUAL PROPERTY RIGHTS

1. Unless otherwise specified, all Content on the Online Platform is the property of the Company and is protected under copyright, trademark and other applicable laws.
2. The trademarks, service marks and logos of the companies and others used on the Online Platforms ("Trademarks") are the property of the companies and their respective owners;
3. Users shall not reverse engineer or disassemble any part of the Online Platforms for any reason whatsoever. Any such action shall amount to a material breach of the Terms and may result in the Company terminating the defaulting Users User Account.
4. The Online Platforms may in places include third party intellectual property including the software used for creating or distributing Cryptocurrencies. The Company does not own any rights to such third party IP and is bound by the license terms for such IP and by virtue of these terms the Users shall also be bound by the said license terms.

20. NO RELIANCE ON INFORMATION

1. The Content on the Online Platforms is provided for general information only. It is not intended to amount to investment advice on which you should rely. You must

obtain specialist advice before taking, or refraining from, any action on the basis of the content provided on the Online Platforms.

2. We display some content that is not ours. This content is the sole responsibility of the person/entity who makes it available. The content of the Online Platform, including without limitation, text, copy, audio, video, photographs, illustrations, graphics and other visuals, is for informational purposes only and does not constitute professional investment advice, tips or recommendations of any kind. For the avoidance of doubt it is clarified that the Company does not provide investment and financial advice to its Users. Reliance on any information appearing on the Online Platforms, whether provided by the Company, its content providers, visitors to the Online Platforms or others, is solely at your own risk, and the Company shall not bear any liability for any loss/ injury that may arise due to your reliance on any information published on the Online Platforms. You further acknowledge and agree that should any claim/ damage/ liability arise as a result of any reliance placed by you on any information published on the Online Platforms, the Company shall have no liability in relation to the same. We may review content to determine whether it is illegal or violates our policies, and we may remove or refuse to display content that we reasonably believe violates our policies or the law. But that does not necessarily mean that we review content, so please do not assume that we do.
3. We assume no responsibility for the content of websites linked on the Online Platforms. Such links should not be interpreted as endorsement by us of those linked websites. We will not be liable for any loss or damage that may arise from your use of them.
4. Although we make reasonable efforts to update the information on the Online Platforms, we make no representations, warranties or guarantees, whether express or implied that the Content on the Online Platforms is accurate, complete or up-to-date.

21. DISCLAIMER OF WARRANTIES

1. You expressly acknowledge and agree that use of the Crypque Pvt. Ltd. Services and the Online Platforms is at your sole risk. The Services and the Online Platforms are provided on an “as is” and “as available” basis. Although we make best efforts to provide high quality Services to all our users, to the fullest extent allowed by law, we expressly disclaim and waive all warranties and conditions of any kind, whether express or implied, including, but not limited to the warranties of merchantability, fitness for a particular purpose or title. The contents of the Services or the Online Platforms may contain bugs, errors, problems or other limitations. We assume no liability or responsibility for any errors or omissions in Content.
2. We are not responsible for the Content uploaded by you on the Online Platforms. We are not responsible for any direct or indirect damages or losses caused to you, including without limitation, lost profits, business interruption or other loss resulting from use of or reliance in any way on anything available on the Online Platforms. You should verify all information before relying on it, and all decisions

based on information contained on the Crypque Pvt. Ltd. Site are your sole responsibility and we shall have no liability for such decisions. Links to third-party materials (including without limitation websites) may be provided as a convenience but are not controlled by us. You acknowledge and agree that we are not responsible for any aspect of the information, content, or services contained in any third-party materials or on any third party sites accessible or linked to the Crypque Pvt. Ltd. Site. Any use of Third-Party Services is governed solely by the terms and conditions of such Third-Party Services and any contract entered into, or any transaction completed via any Third-Party Services, is between you and the relevant third party, and not with Crypque Pvt. Ltd. You shall comply in all respects with all applicable terms of the Third-Party Services that you access or subscribe to in connection with the Services. If at any time any Third-Party Services cease to make their programs available to us on reasonable terms, we may cease to provide such features to you without entitling you to refund, credit, or other compensation.

3. We make no warranty that the Services or the Online Platforms will meet your requirements or that the Services or your access to the Online Platforms will be uninterrupted, timely, accurate or reliable; nor do we make any warranty as to the permanent availability of any information and/or that may be stored or transferred through the Services or the Online Platforms. In case there is any defect in any software being used for the provision of the Services, we do not make any warranty that defects in such software will be corrected. You understand and agree that any material and/or data downloaded or otherwise obtained through use of the Services or Online Platforms is done at your own discretion and risk and you will be solely responsible for any damage to your computer system or loss of data that results from the download of such material or data. In case you store or transfer any information and/or data through the Services or the Online Platforms, you are strongly advised to make back-up duplicate copies and are solely responsible for any loss.
4. No advice or information, whether oral or written, obtained by you from the Services or the Online Platforms shall create any warranty not expressly made herein.

22. VIRUSES

1. You will be responsible for introduction of any viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorized access to the Online Platforms, the server on which the Online Platforms is stored or any server, computer or database connected to the Online Platforms. By breaching this provision, you would commit a criminal offence under the Information Technology Act, 2000. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use the Online Platforms will cease immediately.
2. We will not be liable for any loss or damage caused by a virus, denial-of-service attack, distributed denial-of-service attack, or other technologically harmful

material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the Online Platforms or your downloading of any Content on it, or on any website linked to it.

3. You should use your own virus protection software. We cannot and do not guarantee or warrant that files available for downloading from the Online Platform will be free of infection by viruses, worms, trojan horses or other code that manifest contaminating or destructive properties.

23. LIMITATION OF OUR LIABILITY

1. To the extent permitted by law, we exclude all conditions, warranties, representations or other terms which may apply to the Online Platform or any Content on it including any information or the Online Platform itself or Services, whether express or implied.
2. Our aggregate liability to any user in no event shall exceed the fees paid by such user during the 6 (six) months immediately preceding the date of claim for any direct, indirect or consequential loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, including those arising under or in connection with:
 1. use of, or inability to use, the Services or the delays in transmission or operation of the Online Platforms;
 2. use of or reliance on any Content and/or information displayed on the Online Platforms;
 3. from errors, mistakes, omissions, or deletion of files;
 4. use of the Services provided through the Online Platforms;
 5. Whether or not resulting from any communication failure, theft, unauthorised access or a force majeure event.
3. If you are a business user, please note that in particular, we will not be liable for:
 6. loss of profits, sales, business, business opportunity or revenue;
 7. business interruption;
 8. loss of anticipated savings;
 9. loss of business opportunity, goodwill or reputation; or
 10. Please note that all Services provided through the Online Platforms are only for domestic and private use. You agree not to use the Online Platforms for any commercial or business purposes without obtaining a legally valid license to do so in accordance with these Terms.

24. ELECTRONIC COMMUNICATIONS

1. When you visit the Online Platforms or send e-mails to us, you are communicating with us electronically. You consent to receiving communications from us electronically. We will communicate with you by e-mail or by posting notices on this Online Platform. You agree that all agreements, notices, disclosures and other

communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. You agree that in case there are any changes in any information provided by you to us, including your e-mail address and other contact details, you will be solely responsible to update them regularly. If we send any communication by e-mail, it shall be sent to your e-mail address available on the records created by you on the Online Platform and it shall be deemed to have been received by you once it is reflected as sent in the outbox of our e-mail id. You may opt-out of receiving any electronic communications from us at any time by sending us an email support@crypque.in

2. You acknowledge that by sending any communication or information to you either through email or the Online Platforms, we are not providing you with any investment advice.

25. LINKING AND FRAMING

1. If you choose to authenticate your Account through a third-party service, like Google, you are linking that account to your Account.
2. You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.
3. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.
4. You must not establish a link to the Online Platforms in any website that is not owned by you.
5. Our website must not be framed on any other website, nor may you create a link to any part of the Online Platforms other than the home page.
6. We reserve the right to withdraw linking permission without notice.
7. If you wish to make any use of Content on the Online Platforms other than that set out above, please send us an e-mail at support@crypque.in

26. INDEMNIFICATION

1. To the maximum extent permitted by Applicable Law, you shall indemnify and hold harmless the Company, its owners, licensee, affiliates, subsidiaries, group companies (as applicable) and their respective officers, directors, agents, and employees, from any claim or demand, or actions including reasonable attorneys' fees, made by any third party or penalty imposed due to or arising out of or relating to (a) your use of our Services, (b) your breach of these Terms, or (c) your violation of any law, rules or regulations or the rights (including infringement of intellectual property rights) of a third party.

27. RELEASE AND WAIVER

1. To the maximum extent permitted by Applicable Law, you hereby release and waive all claims against the Company, and its subsidiaries, affiliates, officers, agents, licensors, co-branders or other partners, and employees from any and all liability

for claims, damages (actual and/or consequential), costs and expenses (including litigation costs and attorneys' fees) of every kind and nature, arising from or in any way related to your use of the Online Platforms, its services, content or use of the Digital Assets. You understand that any fact relating to any matter covered by this release may be found to be other than now believed to be true and you accept and assume the risk of such possible differences in fact. In addition, you expressly waive and relinquish any and all rights and benefits which you may have under any other state or federal statute or common law principle of similar effect, to the fullest extent permitted by law.

2. If we fail to insist that you perform any of your obligations under these Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

28. APPLICABLE LAW

Please note that these Terms, its subject matter and its formation, are governed by the laws of the Republic of India. The courts of Chennai, India will have exclusive jurisdiction to deal with any dispute arising out of or in connection with these Terms or any other terms and conditions made applicable on you by us and you consent to the jurisdiction and venue of such courts and waive any objection as to inconvenient forum. In case, you choose to access the Online Platforms from any jurisdiction not governed by the laws of India, you are solely responsible for compliance with local laws of that jurisdiction and all applicable laws of such jurisdiction.

29. TERMINATION

We reserve the right to refuse to continue providing you with access to the Online Platforms if we discover that you are (a) incompetent to contract by virtue of your age or otherwise under these Terms or the Applicable Law and/or (b) in breach of the Terms. The Online Platforms are not available to persons whose name is included in any Sanctions Lists or whose membership has been suspended or terminated by us for any reason whatsoever.

30. GENERAL PROHIBITIONS

1. You are hereby prohibited from using the Online Platforms to host, display, upload, modify, publish, transmit, store, update or share any content/information that
 1. belongs to another person and to which You do not have any right;
 2. is defamatory, obscene, pornographic, paedophilic, invasive of another's privacy, including bodily privacy, insulting or harassing on the basis of gender, libellous, racially or ethnically objectionable, relating or encouraging money laundering or gambling, or otherwise inconsistent with or contrary to the laws in force;

3. is harmful to a child;
 4. infringes any patent, trademark, copyright or other proprietary rights;
 5. violates any law for the time being in force;
 6. deceives or misleads the addressee about the origin of the message or knowingly and intentionally communicates any information which is patently false or misleading in nature but may reasonably be perceived as a fact;
 7. impersonates another person;
 8. threatens the unity, integrity, defence, security or sovereignty of India, friendly relations with foreign States, or public order, or causes incitement to the commission of any cognisable offence or prevents investigation of any offence or is insulting other nation;
 9. contains software virus or any other computer code, file or program designed to interrupt, destroy or limit the functionality of any computer resource; or
 10. is patently false and untrue, and is written or published in any form, with the intent to mislead or harass a person, entity or agency for financial gain or to cause any injury to any person.
2. To use the Online Platforms and the Crypque Pvt. Ltd Service, You agree to:
1. not breach or circumvent any laws, third-party rights or our systems, policies, or determinations of Your account status;
 2. not use the Online Platform for committing any criminal offence or any unlawful activity or any fraudulent purposes or illegal purposes as per the applicable laws;
 3. not use the Online Platform for harassing any person or third party, or for making any defamatory, obscene, indecent remarks or be in breach of the Intellectual Property Rights of any third party or act unlawfully in any other manner whatsoever;
 4. not infringe the copyright, trademark, patent, publicity, moral, database, and/or other intellectual property rights ("**Intellectual Property Rights**") that vest with Crypque Pvt. Ltd;
 5. not use any robot, spider, scraper, data mining tools, data gathering and extraction tools, or other automated means to modify or interfere with the Online Platforms or access the Online Platforms or other third-party information for any purpose, except with the prior express and written permission of Crypque Pvt. Ltd; and
 6. not interfere with the working of the Online Platforms, or impose a disproportionately large load on the Crypque Pvt. Ltd. infrastructure.

31. GENERAL TERMS

1. Relationship of the Parties: Notwithstanding any provision hereof, for all purposes including without limitation execution of any order and/or transaction initiated by you through the Online Platforms, you and the Company shall be and act

independently and not as a partner, joint venturer, agent, intermediary, broker or in any other fiduciary capacity. You shall not have any authority to assume or create any obligation for or on behalf of the Company, express or implied, and you shall not attempt to bind us to any contract.

2. **Invalidity of Specific Terms:** If any provision of the Terms is found by a court of competent jurisdiction to be invalid, other provisions of such the Terms shall remain in full force and effect.
3. **Entire Agreement:** These Terms, the Privacy Policy, the AML Policy, and Fees Schedules incorporated by reference herein comprise the entire understanding and agreement between you and the Company as to the subject matter hereof, and supersedes any and all prior discussions, agreements and understandings of any kind (including without limitation any prior versions of these Terms), and every nature between and among you and the Company. Section headings in these Terms are for convenience only, and shall not govern the meaning or interpretation of any provision of these Terms.

32. GENERAL PROVISIONS.

1. **Assignment:** You may not assign any rights and/or licenses granted under this Agreement. We reserve the right to assign our rights without restriction, including without limitation to any Crypque Pvt. Ltd. affiliates or subsidiaries, or to any successor in interest of any business associated with the Crypque Pvt. Ltd. Any attempted transfer or assignment in violation hereof shall be null and void. Subject to the foregoing, this Agreement will bind and inure to the benefit of the parties, their successors and permitted assigns.
2. **Severability:** If any provision of this Agreement shall be determined to be invalid or unenforceable under any rule, law or regulation or any governmental agency, local, state, or federal, such provision will be changed and interpreted to accomplish the objectives of the provision to the greatest extent possible under any applicable law and the validity or enforceability of any other provision of this Agreement shall not be affected.
3. **Change of Control** In the event that Crypque Pvt. Ltd. is acquired by or merged with a third party entity, we reserve the right, in any of these circumstances, to transfer or assign the information we have collected from you as part of such merger, acquisition, sale, or other change of control.
4. **Survival.** All provisions of this Agreement which by their nature extend beyond the expiration or termination of this Agreement, including, without limitation, sections pertaining to suspension or termination, Crypque Pvt. Ltd. Account cancellation, debts owed to Crypque Pvt. Ltd., general use of the Crypque Pvt. Ltd. Site, disputes with Crypque Pvt. Ltd., and general provisions, shall survive the termination or expiration of this Agreement.
5. **Dispute Resolution.** Any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or invalidity thereof, shall be settled by Court in Haryana or Arbitration (discretion of both parties). In the case of disputes, controversies or claims involving Crypque Pvt. Ltd., you and Crypque Pvt. Ltd. agree to resolve any claims relating to this Agreement (including any question regarding their existence, validity,

termination, or any services or products provided, and any representations made by us) through Courts of Haryana or Arbitration (discretion of both parties). You agree to first give us an opportunity to resolve any claims by contacting us on our website / mobile / desktop applications. If we are not able to resolve your claims within 60 days of receiving the notice, you may seek legal relief under Applicable Law.

33. CONTACT US

8. For general enquires, complaints and/or giving any feedback, please email to support@crypque.in
9. In case you do not want to continue using our Services and want to deactivate your Account with us, please contact is at support@crypque.in
10. If you do not agree with any provision of these Terms and wish to opt out of such provision, please write to us at support@crypque.in ("Opt-out Request"). You agree that you are not entitled to use the Online Platforms or the Services unless your Opt-out Request is accepted by us in writing.
11. In the event You have any complaints and requests regarding this Terms of Use or if You believe any content on the Online Platform is violative of any applicable laws or Your rights, you may address the same to the designated grievance officer. Any complaints or concerns can be directed to the designated officer in writing and the details are as follows:

Grievance Officer mail id & contact info.

support@crypque.in

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