



Refund/Cancellation Policy

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The Company (“CoinDCX” or “Neblio Technologies Pvt. Ltd.”), under no circumstance, entertains the refund or cancellation of a successfully fulfilled order. Once a user has placed a buy order, which has been fully or partially matched, the amount in INR is immediately transferred to the sellers' account and these transactions cannot be reversed.

However, Once a user deposits money into his CoinDCX account, he/she always has the option to withdraw this money in full or in part in accordance with the withdrawal limits.

Neblio Technologies Pvt. Ltd. shall be entitled to retain/deduct the amounts due to actions from the user and transfer or refund the balance lying in the User Account, except when it is unable to do so in compliance with applicable laws. Purchase of any cryptocurrency can be done in either INR or BTC and the respective INR/BTC shall be deducted from the users wallet. Sell of any cryptocurrency can be done with either INR or BTC pairs and the respective amount will be credited to users wallet.