FOREIGN EXCHANGE (FX) TERMS

Last updated: July 2026

1. OVERVIEW

These Foreign Exchange (FX) Terms explain how currency conversion works when you use Bitwisi services.

By requesting a currency conversion, you agree to these Terms.

2. SUPPORTED CURRENCIES

Bitwisi supports currency exchange for selected currencies only.

Available currencies may vary depending on your country, applicable regulations, and available liquidity.

3. EXCHANGE RATES

Before confirming a conversion, Bitwisi will display:

- the exchange rate;
- the amount to be converted;
- the amount you will receive;
- any applicable fees.

You should carefully review these details before confirming the transaction.

4. RATE VALIDITY

Exchange rates are valid only for the period displayed at the time of your transaction.

If the quoted rate expires before confirmation, a new rate may apply.

5. PRICING

Exchange rates may include:

- market exchange rates;
- service fees;
- applicable spreads.

Where required, these charges will be disclosed before you complete the transaction.

6. MARKET FLUCTUATIONS

Currency exchange rates change continuously.

Bitwisi cannot guarantee that previously displayed rates will remain available.

7. TRANSACTION CONFIRMATION

A conversion becomes final once it has been confirmed and successfully processed.

Completed currency exchanges may not be cancelled or reversed unless required by applicable law.

8. ERRORS

If an obvious pricing or technical error occurs, Bitwisi may suspend, cancel or correct the affected transaction where permitted by law.

9. COMPLIANCE

Currency exchange services remain subject to:

- regulatory requirements;
- sanctions screening;

- fraud prevention measures;
- financial crime controls.

Additional verification may be required before processing certain transactions.

10. YOUR RESPONSIBILITIES

You are responsible for:

- confirming the selected currencies;
- reviewing the quoted exchange rate;
- ensuring transaction details are accurate before confirmation.

11. OUR RESPONSIBILITIES

Bitwisi will:

- display applicable exchange rates before confirmation;
- process eligible conversions securely;
- provide transparent pricing;
- comply with applicable financial regulations.

12. SERVICE AVAILABILITY

Foreign exchange services may be temporarily unavailable due to:

- market disruptions;
- technical maintenance;
- liquidity constraints;
- regulatory restrictions.

Bitwisi will make reasonable efforts to restore services as quickly as possible.

13. LIABILITY

Bitwisi is not responsible for losses resulting from:

- market movements after a transaction has been confirmed;
- incorrect instructions provided by you;
- delays caused by third-party financial institutions;
- circumstances beyond our reasonable control.

14. CHANGES TO THESE TERMS

We may update these Terms from time to time.

Where required, we will notify you before material changes become effective.

CONTACT US

For questions relating to foreign exchange services, please contact Bitwisi Customer Support through our official website or mobile application.

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