**Withdrawal Terms and Conditions**

Withdrawals can be initiated at any time, even on weekends, though they may be temporarily unavailable during maintenance periods for the payment system. **The term "instant" signifies a transaction completed within seconds without manual processing by financial department specialists.**

The coin utilized for depositing funds holds significance for withdrawals, as typically the same method must be employed for both transactions. If a deposit coin becomes unavailable for withdrawals, alternative coins may be utilized if supported.

**Processing Time:**

Processing times vary depending on the payment method, as indicated in the Personal Area. The processing time denotes the average to maximum duration, with withdrawals occasionally taking up to the maximum period specified.

The term "instant" denotes that a transaction will be executed within seconds without manual processing by our financial department specialists. Please note that although processed instantly on our end, your withdrawal requests may require additional time for processing by the payment system provider.

**Processing Fee:**

A fee applies for withdrawals, which will always be dependent on the blockchain traffic. This fee consists of the network fee charged on the blockchain, which we incur and cover/reimburse for processing this transaction, and an additional service fee may occur which is not covered by Magno Fx.

The network fee shown to you is an estimate based on the network fees for on-chain transactions at the time you place your withdrawal instruction. Our estimate may turn out to be higher or lower than the network fee we ultimately incur, as it may depend on network congestion and whether we batch your withdrawal with other transactions.

Magno FX bears no responsibility for delays in withdrawal processing if caused by the payment system.

Magno Fx retains the right to modify withdrawal processing times without prior notice. Additionally, Magno Fx may impose limitations on available payment systems for certain countries.

Magno Fx does not determine the commissions charged by payment systems for withdrawals and typically covers transaction fees for most offered payment systems.

**Withdrawing cryptoassets to an external wallet**

You can withdraw your Crypto currencies balance to an external wallet. We will tell you which Crypto currencies we support for withdrawals within the MagnoFx Personal Area.

**Blocking, freezing, and returning deposits and withdrawals.**

To meet our obligations, we may be required to:

* Collect certain information from you before or after processing your withdrawal to an external wallet, and share that information to the host of that external wallet.
* Collect and verify information about a deposit from an external wallet, and carry out a risk assessment on the deposit, before making it available to you.

We may freeze and retain a deposit or withdrawal, return an attempted withdrawal to you, or return an attempted deposit to its source, where:

* You do not provide the information we need to process or release a deposit or withdrawal, or we have good reason to suspect that information you have provided is incorrect or false.
* We receive insufficient information about a deposit from an external wallet, or the information does not match our records about who the intended beneficiary of the deposit is.
* The host of an external wallet rejects and returns your withdrawal to us.

You may be charged any network and service fees associated with returning a deposit to its source, or returning a withdrawal to you where it is rejected by the host of an external wallet.

We also apply financial crime and sanctions checks to deposits and withdrawals, which may result in us:

* Freezing a deposit or withdrawal and asking you for additional information before processing or releasing a deposit or withdrawal.
* Blocking deposits to, or withdrawals from, certain external wallet addresses.
* Freezing and retaining deposits from a source that has been identified as being sanctioned, until applicable sanctions change, or you receive a ‘Release of Blocked Funds’ licence from an appropriate sanctions organisation.

When a deposit or withdrawal is blocked, frozen, or returned, we will store and process this information in accordance with our legal obligations.

**Limits**

There is no limit to the amount of cryptoassets you can deposit.

We may limit the amount of cryptoassets you withdraw. We will tell you the amount of any limit before we accept your instruction.

**Liability**

We are not liable for any losses you or others incur related to a withdrawal or deposit of Crypto currencies to or from an external wallet, including as a result of the following:

* You deposit Crypto currencies that we do not support.
* You attempt to deposit Crypto currencies to your MagnoFx deposit address once your MagnoFx account is closed, or is in the process of being closed.
* A deposit or withdrawal is blocked, frozen, or returned.
* We refuse your instructions to deposit or withdraw Crypto currencies.
* You withdraw Crypto currencies to an external wallet that is not owned and controlled by you, or which you are unable to access.

Please remember that we will not be able to reverse any withdrawals or deposits as these transactions are irreversible. So, please check that you enter the correct deposit or withdrawal address before you submit your instructions. We will not be responsible for any losses you may suffer as a result of making a mistake entering the deposit or withdrawal address.

**Cancelling your instructions**

Because Crypto currency transactions are irreversible, you cannot cancel your instruction to withdraw Crypto currencies once we have accepted it.