Vault Crypto Asset Custody Terms

Effective Date: 23 September 2025

These Custody Terms ("Agreement") govern your use of the custody and asset management services ("Custody Services") provided by Vault Fintech Solutions s.r.o., a company incorporated under the laws of the Czech Republic with registration number 21627002 and registered office at Frýdlantská 1312/19, 182 00 Praha 8 - Kobylisy ("Vault", "we", "us", or the "Provider").

By clicking "I Agree" or by accessing or using the Custody Services, you ("Client", "you") agree to be bound by these Custody Terms.

1. Definitions

- **Crypto Assets**: Digital tokens, cryptocurrencies, or other digital assets held by Vault on your behalf.
- **Custody Services**: Secure safekeeping and administration of your Crypto Assets, including transaction execution as instructed.
- **Force Majeure**: Extraordinary, unforeseeable events beyond reasonable control (excluding common cyber threats, software failures, or internal errors).
- **Instruction**: A verified client request to Vault to execute transactions or otherwise act regarding your assets.

2. Scope of Services

Vault provides safekeeping, asset segregation, and transaction execution upon your verified instructions. We do not use or access your assets for any purpose unless explicitly authorized by you.

3. Asset Segregation

Your assets are held in separate wallets from our own or other clients' assets. Your legal ownership remains intact even in the event of our insolvency.

4. Client Instructions

We only act on verified instructions submitted through designated channels. You must ensure accuracy of each instruction. We are not liable for losses due to incorrect instructions.

5. Ownership and Rights

You retain full ownership and title over your Crypto Assets. Vault will never assert rights or control beyond what is necessary to provide the Custody Services.

6. Conflicts of Interest

We maintain internal procedures to avoid and mitigate conflicts of interest. If a conflict arises, we will notify you transparently.

7. Security Measures

We apply tiered storage (cold/hot wallets), encrypted key management, restricted access, dual-authorization controls, and periodic audits. Most client assets are held offline for safety.

8. Incident Management

You will be notified without undue delay in case of a security breach that may affect your assets. We will act promptly to protect your interests.

9. Limitations of Liability

Vault is responsible for safekeeping of your assets and any losses arising from our failure to meet obligations. However, we are not liable for:

- Your own acts or negligence (e.g., password sharing, phishing, unauthorized access);
- Events of Force Majeure.

We bear the burden to prove a loss was due to Force Majeure or your fault. Standard operational errors and preventable incidents remain our responsibility.

10. Client Responsibilities

You must:

- Keep credentials secure;
- Follow security guidelines;
- Use services lawfully.

Notify us immediately of any suspicious activity or unauthorized access.

11. Reporting and Transparency

We will provide you with at least quarterly balance reports and confirmations for each transaction. You agree to review reports and report any discrepancies promptly.

12. Fees

Our services are subject to fees, which will be communicated to you. You authorize deduction of fees from your assets. If fee changes occur, you’ll be notified at least 3 (three) days in advance.

13. Term and Termination

You or Vault may terminate this Agreement with notice. Upon termination, your assets will be returned without unnecessary delay, minus any outstanding fees. Vault may terminate with immediate effect if legally required or in case of breach.

14. Governing Law

These terms are governed by the laws of the Czech Republic. Any disputes shall be resolved by the courts of the Czech Republic, unless otherwise required by applicable law.

15. Complaints

Contact us at support@vault.ist with any complaints. We aim to resolve issues within a reasonable time in line with applicable standards.

16. Acceptance

By checking the “I Agree” box and continuing to use our services, you confirm your agreement to these Custody Terms.