



DHIGAAL — Terms of service

Please read this before placing an order. Pressing “I accept” in the bot means you agree to it.

1. What we do

- We exchange USDT for ETB and USD, and ETB and USD for USDT.
- Orders are placed in the Dhigaal Telegram bot or the Dhigaal app.
- Every order is checked by a person before anything is released.

2. Rates and fees

- Our commission is **1% of the USDT amount, with a minimum of 1 USDT**.
- The rate you are shown is **held for 15 minutes**. After that it expires and you must ask for a new one.
- The rate that applies is the one quoted on your order, not the rate at the time we process it.

3. Paying us

- Send the exact amount shown on your order.
- **Put your order reference (for example DHG-7F3K) on the payment.** Without it we may not be able to match your payment to your order.
- Pay only to the account shown on that order. Account details can change between orders.
- Send a photo of the receipt in the bot or the app when you have paid.

A receipt is not a payment. We release funds only after we have seen the money in our own account. This normally takes minutes during working hours.

4. Sending and receiving USDT

- You choose the network — TRC20, BEP20, ERC20 and others. **It must match the network your wallet uses.**
- Check your wallet address character by character before you confirm it.

A wrong address or the wrong network means the money is gone. Transfers on public blockchains cannot be reversed by us or by anyone else. You are responsible for the address and network you give us.

5. Verification (KYC)

- We verify your identity before your first order. It is done once.

- You will be sent a private link that works once and expires after 30 minutes.
- Your document number is encrypted before it is stored. Only staff reviewing your submission can see your documents.
- We may refuse or reverse an order if the information given is false.

6. Security — read this

We will never ask you for your PIN, your password, your seed phrase or your private key.

Anyone who asks you for these — even using our name or our logo — is not Dhigaal. Report it to us and do not reply to them.

- Our website is **dhigaal.co** and our only bot is **@dhigaal_bot**. Anything else using our name is not us.
- Verification links come from inside the bot, never as a message out of nowhere.

7. Cancelling and timing

- You can cancel an order at any time before you pay.
- If payment is not received within the time shown, the order expires and you start again at the current rate.
- If we cannot complete an order after you have paid, we return your money to the account it came from.

8. When we refuse

- We may refuse an order without giving a reason, including where we suspect fraud or where the law requires it.
- Money exchange is regulated. We keep records of orders as required.