



Version	Approval date
1.1	2025-05-13

Acceptable Use Policy

The obligations and restrictions set forth in this Policy supplement any other obligation or restrictions in our Terms and Conditions and shall not be construed as an exhaustive list of your obligations. You as a Client of Walletoory agree to use your personal, business or merchant account in accordance with this Policy, Terms and Conditions, and any other reasonable instruction provided by Walletoory regarding the use of our Services.

1. Restricted activities

1.1 You may not use our Services:

- in any way that breaches any applicable local, national, or international law or regulation, or causes Walletoory to breach any applicable law or regulation, including but not limited to those concerning money laundering, fraud, criminal activity, financial services or consumer protection;
- in any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect;
- in a way that would create a negative balance on your Account;
- with more than one Account created under your name;
- to exploit, circumvent or abuse restrictions imposed on specific products or services by a merchant or by applicable law;
- for the purpose of speculating on currency exchange or FX trading;
- for anything that is abusive, harmful, or does not comply with our content standards;
- for any unsupported business activity or transaction stated in a non-exhaustive list below;
- to try and obtain a refund or chargeback to which you are not entitled, whether by misrepresenting or concealing facts;
- for any unsolicited or unauthorised advertising, promotional material, or any other form of mass messaging (spam);
- for the purpose of harming or attempting to harm minors in any way;
- while harassing or engaging in obscene, rude or abusive behaviour against Walletoory or its employees, representatives, agents, merchants, or other customers and clients;
- to deal in harmful programs such as viruses, spyware, or similar computer code designed to adversely affect the operation of any computer software or hardware;
- to tamper, hack, modify, damage, interfere with or otherwise corrupt the security or functionality of our platform and our Services, or attempt to do any of the foregoing, or



threaten our Services or our infrastructure over which we provide Services in any way, either by inserting any type of computer virus, Trojan horse, worm or other similar threat or by making it vulnerable to any such threat or attack;

- if you provide us with false, misleading or inaccurate information or refuse to cooperate in an investigation;
- in any way that would locally or internationally evade any applicable taxes or facilitate tax evasion.

1.2 Unsupported businesses and transactions

We do not support businesses or transactions which are involved in any of the following categories. Businesses or transactions involving the below categories may be declined and your account might be suspended or terminated at our discretion. The list is representative and not exhaustive. Walletery reserves its right to deny services to any customer who exceeds its risk tolerance.

1.2.1 Regulated or illegal products and services

- Adult content
 1. Pornography and other visual content depicting explicitly sexual acts
 2. Services of sexual nature (webcam shows, live chats, prostitution, escorts, etc.)
 3. Sexually oriented establishments (massage parlours, strip clubs, gentleman's clubs)
- Controlled substances or other products that present a risk to consumer safety
- Drug paraphernalia
 1. Any equipment, product, or material which is intended for making, using, or concealing drugs
- Counterfeit or unauthorised goods
 1. Unauthorised sale of designer and/or brand products
 2. Sale of illegally imported or exported goods
- Gambling
 1. Lotteries
 2. Fantasy sports with cash prizes
 3. Games of chance with cash prizes
 4. Sales of in-game currencies by unauthorised vendors
 5. Any type of gambling payments or businesses related to Turkey, the United States, Canada, the United Arab Emirates or Singapore
 6. Any other type of businesses related to gambling – up to Walletery's own discretion
- Intellectual property or proprietary rights infringement



1. any product or service that directly infringes or facilitates infringement upon the copyright, patent, trademark, trade secrets, proprietary, or privacy rights of any third party
- Products and services which are not legal in the jurisdiction they are being offered in

1.2.2 Other Restricted activities

- Individuals, entities, or countries subject to international sanctions
- Weaponry, military and semi-military goods and services
 1. Weapons (including weapons of historic significance), military software, or any other goods or services intended for military use
- Trade of restricted and/or endangered animal species and products derived from them
- Multi-level marketing, pyramid schemes, get rich quick schemes, referral marketing
 1. Including any other services promising unreasonably high rewards

2. By using Walletery accounts it is agreed that:

- You are not to access without authority, interfere with, damage, or disrupt:
 1. any part of our Services;
 2. any equipment or network on which our Website or Applications, or any other part of the service delivery is/are stored;
 3. any software used in the provision of our Services;
 4. any equipment, network, or software owned or used by any third party.
- You are not to use your Walletery Account in a manner that is likely to result in complaints and disputes, other liabilities to Walletery, other customers, third parties, or you.
- You are to comply with the applicable laws and regulations on sales in the country where you provide your products and services.

3. Suspension and termination

Walletery alone reserves the right to determine if there has been a breach of the Acceptable Use Policy through your usage of our Services.

3.1 Any breach of this policy is taken seriously and may result in the following action(s):

- temporary, or permanent withdrawal of your right to use our Services;
- suspension or cancellation of your payment orders and any other actions as we deem necessary;



- issuing a warning;
- legal action against you including proceedings for reimbursement of all costs;
- reporting and disclosure of information to law enforcement authorities.

4. Changes to the Acceptable Use Policy

This Acceptable Use Policy is legally binding. It may be revised at any time by amending this page. Do be reminded to check this page regularly for changes.