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Withdrawal & Deposit Policy

COMPANY	Docree Demo Exchange Ltd
REGISTRATION	HE 000000
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SECTION 01

Deposits

1.1 Docree Demo Exchange (the "Exchange") accepts deposits of supported cryptocurrencies from user-owned wallets. Each deposit is credited to the user's account after the required number of network confirmations has been reached.

1.2 Required confirmation counts vary by asset. Typical requirements:

Network	Confirmations
Bitcoin (BTC)	3
Ethereum & ERC-20	32
Solana (SOL)	32
Tron (TRX)	19
Polygon (MATIC)	128

1.3 Deposits below the published minimum, deposits sent to an unsupported network (wrong chain), or deposits of unsupported assets may be lost permanently. The Exchange cannot recover cross-chain errors.

SECTION 02

Withdrawals

2.1 Users may request withdrawals at any time, subject to completion of identity verification and any applicable compliance holds. Withdrawals are processed in batches throughout the day to optimize network fees.

2.2 Standard withdrawal processing times are:

- Small amounts (hot-wallet tier): within minutes.
- Standard amounts (warm-wallet tier): within 2-6 hours.
- Large amounts (cold-storage sweep): within 24-72 hours, subject to manual review.

SECTION 03

Address Verification & Whitelisting

3.1 Withdrawal destinations are screened through blockchain analytics providers before each transaction. The Exchange will block withdrawals to:

- Addresses on international sanctions lists (OFAC SDN, UN, EU).
- Addresses associated with darknet markets, ransomware, or hacks.
- Addresses flagged for fraud, scams, or phishing.
- Mixers, tumblers, and privacy-focused services where prohibited by local regulation.

3.2 Users may optionally enable address whitelisting, which restricts withdrawals to a pre-approved list of addresses. Adding a new whitelisted address typically triggers a 24-hour security cooldown.

SECTION 04

Fees & Limits

4.1 Deposit fees are typically zero for cryptocurrency. Withdrawal fees cover network transaction costs plus a service charge. Current withdrawal fees are published on the Exchange's fee schedule page.

4.2 Daily withdrawal limits apply based on the user's verification tier:

Verification Tier	Daily Withdrawal Limit
Unverified	Withdrawals blocked
Basic KYC (ID verified)	$10,000 equivalent
Enhanced KYC (proof of address + source of funds)	$100,000 equivalent
Institutional	Negotiated bespoke limits

SECTION 05

Delays & Restrictions

5.1 The Exchange may delay or refuse withdrawals in the following circumstances:

- Unusual account activity triggering fraud review.
- KYC re-verification required due to document expiry.

- Network congestion causing elevated transaction fees.
- Blockchain network issues (forks, reorgs, halt conditions).
- Legal holds, court orders, or regulatory requests.
- Recent account changes (password, 2FA, email) — 24-72h cooldown.

5.2 For withdrawal support, contact hello@docree.com.

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Website	https://docree.com

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