binexc

OFFICIAL DOCUMENT

Service Agreement

The terms governing account eligibility, security, verification, trading, deposits, withdrawals, promotions, acceptable use and dispute handling on binexc.

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SECTION 01

Agreement and eligibility

binexc is an online digital options trading platform. Business contact address: Merhawit Saggot, 19162 Van Ness Ave, Torrance, CA 90501, United States. Phone: +1 (310) 782-9136. Email: support@binexc.com.

This Service Agreement is a binding contract between you and binexc. It applies when you create or use an account, access the trading platform, deposit funds, place trades, claim a promotion, contact Support or request a withdrawal. Please read it carefully together with the Privacy Policy.

binexc operates a live online trading platform. Trades placed on a live account use real funds, and profits earned from winning trades are credited to your real balance and can be withdrawn in line with this agreement.

Achievements provides Live trading milestones, a step-by-step qualification guide and certificates, not cash rewards. Automatic qualification requires 30 consecutive completed UTC days with at least 15% net trading profit on each day's recorded opening Live balance, plus at least 100 settled Live trades and an 80% win rate across that period. Missions displays only the current consecutive completed target-day run; a missing or below-target day resets the run without deleting trading history. Demo and tutorial guided trades are excluded. Deposits and withdrawals are not trading profit; qualification does not promise future results. One certificate is issued per account; administrative revocation invalidates its public verification.

You must be at least 18 years old, have full legal capacity to enter this agreement, and be permitted to use the service in your country of residence.

- You must not access the service from a jurisdiction where this type of trading is prohibited.
- You are responsible for checking and complying with the laws and tax obligations that apply to you.
- You act on your own behalf and not as an agent, nominee or representative of another person.

SECTION 02

Account registration and ownership

You must provide complete, current and accurate information during registration and keep it updated. Each account is personal and may be used only by its verified owner.

One person may hold only one account. You may not control multiple accounts, use another person's identity, sell, rent or transfer an account, or allow another person to trade through it.

Every account includes a live account for real trading and a demo account for learning. Demo balances have no cash value and cannot be withdrawn or transferred to the live account.

- Your email address, identity, devices and payment methods may be checked for duplicate or conflicting ownership.
- A closed or permanently restricted identity may not be reused to create another account.
- Your unique user ID (UID) identifies your account in Support, leaderboard and transaction records.

- binexc may request additional information to verify ownership or satisfy compliance checks.

SECTION 03

Security and access

You are responsible for protecting your password, email account, verification codes, trusted devices and authenticator credentials. Never share a security code with anyone, including people who claim to represent binexc.

binexc protects accounts with encrypted connections, email verification codes, optional authenticator protection, session monitoring and breached-password checks. Activity completed through a valid authenticated session is treated as authorized by the account holder unless you promptly report unauthorized access.

- binexc may require email, device, authenticator or other security confirmation for sensitive actions.
- Sign-in, sign-up and password-recovery pages include an automated human-verification check (Cloudflare Turnstile); access may be refused when it cannot be completed.
- Adding, changing or removing a saved payout method requires an email code sent to your registered address.
- A password can be reset with a code sent to your registered email, from the sign-in page or from Settings. Any password change or reset pauses new withdrawals for 24 hours.
- Sessions may be ended or restricted when unusual access, account sharing, automation or compromise is detected.
- Use a strong, unique password and enable authenticator protection in the Security settings.
- Contact Support immediately if you suspect unauthorized access to your account.

SECTION 04

Identity verification

To unlock the full service, including withdrawals, you may be required to complete identity, age, residence, document and liveness checks. Verified accounts are marked with a verified badge on the profile.

Documents must be genuine, valid, readable and belong to you. Submitting altered, borrowed, stolen or misleading information is prohibited and may lead to permanent restriction.

Submissions are reviewed automatically and, where needed, by the compliance team. Repeated rejected submissions may be moved to manual review. Verified identity details such as name, date of birth and document number are locked to the account once approved.

SECTION 05

Trading service

binexc provides fixed-time Buy/Sell trading on supported instruments. Before confirming a trade you choose the instrument, direction, amount and duration. The payout percentage displayed at confirmation applies to that trade once accepted.

A trade is final after acceptance unless cancelled through an available pending-order control or voided under this agreement. Market prices, availability and payout percentages may change before acceptance.

Your results depend on your own analysis and decisions. With sound strategy, disciplined risk management and consistent effort, users can trade profitably, and profits from winning live trades are added to the real balance immediately after settlement.

- A winning trade returns the amount plus the displayed profit; a losing trade loses the amount; a draw returns the amount.
- Pending orders are stored on the server and execute at their selected price or time even while the app is closed; each uses a chosen expiry from 1 minute to 4 hours.
- Minimum and maximum trade amounts and a limit on simultaneous running trades apply for fairness and stability.
- Charts, timeframes, indicators and drawing tools are provided to support your own analysis.

SECTION 06

Prices, execution and interruptions

Trade results use the platform's recorded opening and closing prices and server timestamps in UTC. Small differences from another venue may occur because providers, instruments and update timing differ.

binexc may correct, cancel or recalculate an order affected by a confirmed pricing error, duplicated instruction, technical malfunction, corrupted market data or abusive execution strategy. Affected users will be informed and any correction is reflected in the transaction history.

If a connection is lost after a trade is accepted, the trade continues on the server and settles normally at its expiry time.

SECTION 07

Deposits and account balances

Deposits must come from a payment method or wallet you are authorized to use. Deposits can be made with Binance Pay (USDT) or a supported cryptocurrency, and are credited automatically after the required network confirmations and successful account matching.

Balances are maintained by binexc server records and cannot be changed from the app. Live balance, bonus funds and demo balance are held separately, and each may have different conditions.

Your complete deposit, withdrawal, bonus and trade records are available in Transactions and Trade History.

- You are responsible for selecting the correct asset, network, destination address and memo where required.
- Unsupported assets, wrong networks or incorrect payment details may be unrecoverable.
- Deposit payment requests expire after the stated time; an expired request should not be paid.
- Chargebacks, reversed deposits and fraudulent payments may be deducted and investigated.

SECTION 08

Withdrawals

Profits and deposited funds held in your live balance can be withdrawn by the verified account owner. Withdrawals may require identity, email, authenticator, selfie or payment-method confirmation.

Withdrawals are processed automatically. A request shows as Processing while automatic security, trading, bonus, network and compliance checks are completed, then Completed once sent; processing estimates are not guarantees.

Withdrawal status, amount and destination are shown in Transactions, and you will receive a notification when the status changes.

- You must confirm the destination address, network and payment details before submission.
- Network charges or third-party fees, if any, are shown before completion.
- Minimum withdrawal amounts and daily limits may apply.
- New withdrawal requests are paused for 24 hours after any password change or reset; the withdrawal screen shows the reason and a live countdown.
- binexc may pause or reject a request that cannot be safely verified.

SECTION 09

Bonuses and promotions

Promotions, promo codes, deposit bonuses and rewards are governed by the conditions shown when they are claimed. Bonus funds usually carry a trading turnover target; once the target is reached the bonus converts into real, withdrawable balance.

Personal deposit promo tiers are $50 (30%), $80 (50%), $120 (75%), $200 (90%). Each personal code requires a deposit at least as large as its own tier; smaller deposits are rejected. The bonus applied to an eligible deposit cannot exceed the percentage for either the claimed code's tier or the deposit's tier. The maximum deposit percentage bonus is 90% for personal, admin and affiliate codes. Current limits apply to unused codes and deposits not yet credited. Previously credited bonuses and transaction history remain unchanged.

Your turnover progress is shown in the app. Only settled live trades count toward the target.

The same rule applies to every bonus (personal codes, admin codes, affiliate codes and bonuses granted by binexc). Losses are taken from your own funds first. Profit is the positive amount above your own-money baseline plus the remaining bonus. binexc keeps 40% of this profit and you keep 60%. This share is applied once, when the bonus ends — either when the turnover target is reached (the bonus then becomes real balance) or when you request any withdrawal (the bonus is then cancelled). Example: $80 deposit + $40 bonus grows to $220; withdrawable balance is $140. Withdrawing $10 cancels the $40 bonus, deducts the $40 share and leaves $130. If the original $120 falls to $40 and recovers to $120, withdrawable balance is $80 with no profit share because the original funds have only been recovered. After a bonus has ended, no further share is taken. Unconverted bonus funds cannot be withdrawn; converted funds can be withdrawn after turnover settlement.

Abuse, coordinated claiming, duplicate accounts, artificial turnover or attempts to extract a promotion without genuine eligible activity may result in cancellation of the reward and related proceeds.

SECTION 10

Leaderboard, community and Support

The leaderboard ranks traders using settled live trade results. Only your display name, UID and trading statistics are shown; private details such as email and balance are never published.

In-app Support provides FAQ, Tutorials and Live support. The trading guide appears on a newly created account's first app entry and can be replayed from Support > Tutorials; it does not automatically appear on later sign-ins. The focused guide covers market selection, expiry, investment, pending orders, history, timeframes and chart tools. It includes an isolated 10-second educational guided trade: choose Buy or Sell once, follow guidance at the chart entry, then read the explanation at the actual profit, loss or draw marker. Results depend on entry and expiry market prices. The guided trade never changes Live or Demo balances or account trade history and is not investment advice. You can also email support@binexc.com. Please include your UID and relevant details when contacting support. Conversations may be recorded to resolve issues and improve service quality. Closed conversations remain read-only; use the conversations list for a new question.

Trade History and Analytics show your own Live and Demo results separately, calculated only from settled trades. Figures such as net profit, accuracy, ROI and daily results are for personal review only, are not investment advice and do not predict future results. Your official balance and transaction records always take precedence over any summary shown in Analytics.

Public reviews can be read or written on Trustpilot at https://www.trustpilot.com/review/binexc.com. Review submission is optional, happens on Trustpilot and is governed by Trustpilot's terms and review guidelines, not an on-site binexc submission or moderation process. Where binexc displays an original Trustpilot review, its link leads to that individual review; its rating and words remain the review author's opinions.

SECTION 11

Prohibited conduct

You must use binexc lawfully, honestly and only for your own account. The following activities are strictly prohibited and may lead to restriction, reversal of proceeds or closure.

- Identity fraud, account sharing, money laundering, sanctions evasion or unlawful payment activity.
- Bots, scripts, unauthorized automation, traffic interception, reverse engineering or attempts to bypass limits and security controls.
- Exploitation of latency, stale prices, obvious errors, duplicated requests, bonus rules or technical faults.
- Abusive, threatening, deceptive or fraudulent communication with users, staff or Support.
- Attempting to manipulate balances, leaderboard positions, notifications or other users' accounts.

SECTION 12

Suspension and closure

binexc may temporarily restrict, suspend or close an account when necessary to investigate security, fraud, identity conflict, prohibited activity, legal requirements or a material breach of this agreement.

You may request closure of your account at any time from the app settings. Legitimate remaining funds are paid out after open trades, reversals, disputes and required checks are completed. Fraud proceeds, invalid bonuses and amounts subject to lawful restraint are not payable.

SECTION 13

Trading risk

Trading offers the opportunity to earn profit, and like every financial market it also involves risk. The amount committed to a losing trade is lost, so results vary from trader to trader and past results do not guarantee future outcomes.

You are responsible for deciding the amount and timing of each trade. We recommend building a strategy on the demo account, managing your trade size, and trading only with funds you are comfortable committing. binexc does not provide personal investment, legal or tax advice.

Trustpilot reviews, ratings and other testimonials are not investment advice, a promise of profit, independently verified trading results or a reliable indication of future performance. A review does not change your trading terms, withdrawal requirements or statutory rights.

SECTION 14

Availability and liability

binexc works to keep the platform available at all times. The service may occasionally be unavailable because of scheduled maintenance, provider failures, network congestion, device problems, force majeure, regulatory action or events beyond reasonable control.

To the maximum extent allowed by law, binexc is not liable for indirect, incidental or consequential loss, lost opportunity, device or connectivity failure, or a loss caused by your instructions, credentials or breach of this agreement.

SECTION 15

Privacy and communications

Personal data is processed as described in the binexc Privacy Policy and is protected with access controls and encryption. You agree to receive essential account, security, verification, transaction and legal communications electronically, by email and in-app notification.

You must keep your contact information current. A notice sent to the email address linked to your account is treated as delivered when sent, subject to applicable law.

SECTION 16

Complaints and disputes

Contact Support promptly with your UID and the relevant trade, transaction or account details if you believe an error occurred. Records held by binexc, payment providers and market-data systems will be used to investigate the issue.

Complaints can be sent from the Contact page, Support in the app or by email to support@binexc.com. Support replies within 24 hours at the latest, often within minutes.

The parties will first try to resolve a complaint in good faith, and most issues are resolved directly through Support. Any mandatory consumer rights and dispute procedures under applicable law remain unaffected.

A public Trustpilot review is not a private support request and does not start an account investigation or replace the complaints process. Contact Support with the relevant details for account-specific help; never publish passwords, security codes, identity documents or payment details in a public review.

SECTION 17

Changes and acceptance

binexc may update this agreement to reflect service, security, legal or operational changes. The current version and effective date are always available through the Service Agreement link.

Continuing to use the service after an updated agreement takes effect constitutes acceptance where permitted by law. If you do not accept a material update, stop using the service and request account closure after resolving open obligations.

By checking the registration confirmations and creating an account, you confirm that you have read, understood and accepted this Service Agreement and the Privacy Policy.