



BITGET WALLET TERMS OF USE

Last update on 14-Sep -2026

BGW Technology Limited (hereinafter referred to as “**Bitget Wallet**” or “**we**”) operates the Platform (as defined below) and provides Services (as defined below).

These Terms of Use (this “**Agreement**”) constitutes a legally binding agreement between Bitget Wallet and you (hereinafter referred to as “**you**” or “**user**”) and governs your access to the Platform and use of Services. Any additional terms, conditions, limitations, disclaimers, obligations and documents (including but not limited to our Risk Disclosure, Privacy Policy, fee schedule, product-specific terms, campaign rules and other policies) made available through the Platform are incorporated into this Agreement by reference.

Bitget Wallet hereby reminds you that before accessing the Platform and/or using the Services, you should read this Agreement carefully.

By accessing the Platform, using the Services, creating, importing or connecting a wallet, you confirm that you have read and understood this Agreement and you will be bound by and will comply with all the terms of this Agreement, as updated and amended from time to time. You acknowledge that you have had the opportunity to seek independent legal, tax, financial and technical advice before using the Services. You also consent to the collection, use, disclosure and other handling of information as described in our Privacy Policy.

If you do not agree with this Agreement, please leave the Platform and cease using our Services immediately. Your continued access to the Platform and use of Services will be deemed to have read and accepted this Agreement.

1. ELIGIBILITY

1.1 To be eligible to use the Services provided by Bitget Wallet, you must:

- (a) be an individual or corporation with full power and capacity;
- (b) be at least 18 years old and the age of majority in your jurisdiction;
- (c) not be accessing the Service in a jurisdiction where such Services are not permitted, restricted or illegal;
- (d) not be prohibited, restricted, unauthorized or ineligible to use the Services in any form or by any means (in whole or in part) as a result of this Agreement, legal or regulatory requirements, including a person who is included in any trade embargoes or economic sanctions or terrorist list such as OFAC, the denied persons or entity list of the U.S. Department of Commerce, or a person who is located, a citizen of, or a resident of a Prohibited Jurisdictions.

2. SERVICES

2.1 **Create or import a wallet.** You can use Bitget Wallet to generate a new wallet or import a compatible wallet generated by other wallet tools of the relevant blockchain system for Supported Digital Tokens (as defined in this Agreement).

2.2 **Transfer and collection.** You can use the transfer and collection functions of Bitget Wallet to manage Supported Digital Tokens by using the Private Key to perform electronic signatures and modify the ledger



of the relevant blockchain. Transfer means that the payer uses the payee's blockchain address to perform transfer operations, and the actual transfer and collection behaviours take place in the relevant blockchain system, not Bitget Wallet.

- 2.3 Storage and Management of Tokens. You can manage Supported Digital Tokens on the Platform in a secure manner.

Manage digital assets

- 2.4 You can use Bitget Wallet to add, keep and remove Supported Digital Tokens.

Browse dApps

- 2.5 Through the link on Bitget Wallet, you can be redirected to the relevant dApp and use the services provided by the relevant dApp (including the Bitget Wallet's own dApp and such dApps provided by a Third Party Service Provider).
- 2.6 Transaction records. We may copy all or part of your transaction records through the blockchain system. However, the transaction records are subject to the records of the blockchain system.

Token swap

- 2.7 Users can swap Supported Digital Tokens with third-party smart contracts or third-party DEXs. Bitget Wallet is used as an interface tool to help users interact with third parties and display the corresponding results of the digital token swap. You acknowledge and agree that: (i) swap may be a Third Party Service performed by a Third Party Service Provider ; (ii) Bitget Wallet is not responsible for your use of Third Party Services and shall have no liability whatsoever in connection with your use of such Third Party Services, including but not limited to fees charged by the Third Party Service Provider or transaction disputes.

Private Key sharing service

- 2.8 Our in-house developed algorithm enables you to generate three (3) key shares from your Private Key. When transactions need to be signed, the signature of the original Private Key will be computed from all of the key shares which make up the Private Key by running it through our multi-party computation protocol.

Private Key share storage service

- 2.9 The key shares will be stored separately. One key share will be bound to the user's centralized email account, and the other will be bound to the user's mobile phone device and stored locally in the client, which you will have sole access to and control over ("User Key Share"). The final key share will be backed up using your iCloud or Google Drive. You acknowledge that Bitget Wallet does not control, operate or secure your iCloud, Google account, email account, social account or login service which is provided to you by a Third Party Service Provider. You are solely responsible for the safekeeping of the User Key Share (and relevant secret mnemonic phrase). In the event that your iCloud, Google account, email account, social account or any cloud repository is compromised, suspended or closed by the Third Party Service Provider, you may permanently lose access to your User Key Share, rendering your digital assets entirely unrecoverable. Bitget Wallet expressly disclaims all liability for any failures, security breaches, hacks or operational downtime occurring on or through such third-party authentication or storage environments.



Third party content and services

- 2.10 Some Services may be accessed through a third party provider of which we approved. It may require you to create an account with us and with the relevant third party provider, respectively. In provision of certain Services, you may view, have access to, and may use the informational content, products or services of one or more third parties ("**Third Party Content**" and "**Third Party Services**", respectively). In each such case, you agree that you view, access or use such content and services at your own election. Your reliance on any Third Party Content and use of Third Party Services in connection with the Services is governed on one hand by this Agreement but, on the other, will also generally be subject to separate terms and conditions set forth by the applicable Third Party Content and/or service provider. Those terms and conditions may involve separate fees and charges or may include disclaimers or risk warnings about reliance on or the accuracy of any information. Such terms may also apply a privacy policy different from ours. It is your responsibility to understand the terms and conditions of such Third Party Services, including how those service providers use any of your information under their privacy policies.
- 2.11 Third Party Content and Third Party Services are provided for your convenience only. We do not verify or control Third Party Content and we do not control Third Party Services. As a result, we do not guarantee, endorse, or recommend such content or services to any or all users, or the use of such content or services for any particular purpose. You access, rely upon or use any Third Party Content or Third Party Service at your own risk. Bitget Wallet disclaims all responsibility and liability for any Losses on account of your reliance upon or use of such content or services. We have no responsibility for Third Party Content that may be misleading, incomplete, erroneous, offensive, indecent, or otherwise objectionable to you or under the law in your jurisdiction. The choice to rely on Third Party Content or to use a Third Party Service is your own, and you are solely responsible for ensuring that your reliance or use is in compliance with all applicable laws. Dealing or correspondence with any third party that provides such content or services is solely between you and that third party. We reserve the right to change, suspend, remove, disable, or impose access restrictions or limits on the use of any Third Party Service at any time without notice.
- 2.12 **Other services:** any other services as provided by Bitget Wallet from time to time.

(each a "**Service**" and collectively the "**Services**")

- 2.13 We may update the Services from time to time at our sole discretion. This means that we may change, replace, or discontinue (temporarily or permanently) parts or all of the Services at any time for any reason with or without notice.

Staking Service

- 2.14 If you access or use the staking service, a third party may stake certain digital assets on your behalf, acting as a transaction validator on the applicable blockchain network. If a block of transactions is successfully validated, a reward is granted by that network. You acknowledge and agree that we are not responsible for your use of the staking service and shall have no liability whatsoever in connection with such service.
- 2.15 You acknowledge and agree that staking involves inherent protocol-level risks, including but not limited to 'slashing' penalties, network forks, validator downtime, or smart contract bugs. Bitget Wallet acts strictly as an interface and does not choose, control, or guarantee the performance of third-party validators. Bitget Wallet shall not be liable to indemnify or reimburse you for any digital assets lost, destroyed, or penalized due to a slashing event or validator failure.
- 2.16 It is understood and acknowledged that Bitget Wallet who provides decentralized Services does not provide the following services:



- (a) store Private Key and mnemonics;
- (b) retrieve the user's Private Key and/or mnemonics;
- (c) freeze or restore Bitget Wallet;
- (d) report the loss of the Bitget Wallet;
- (e) reverse any transaction;
- (f) any other services outside the scope of Services.

3. YOUR RIGHTS AND OBLIGATIONS

Create or import a wallet

- 3.1 Create or import a wallet: You have the right to create and/or import a wallet (includes using your external social account login provided by third party providers), to set the wallet password and other information of the wallet, and to use your own wallet through the Bitget Wallet application. Transactions such as transferring and receiving money are carried out on the blockchain.
- 3.2 We may develop different software versions for different terminal devices, you should download and install the appropriate version according to your actual needs. We provide Bitget Wallet and the Services on an "as is" and "as available" basis. If you obtain the software or an installation program with the same name as us but from a third party that is not authorized to do so, we shall have no liability whatsoever in connection with your use of such software.
- 3.3 After a new version of the software is released, the old version may no longer be available. Bitget Wallet does not guarantee the security, continued availability and corresponding customer service in respect of older versions of the software. You are responsible for checking and downloading the latest version.

Usage

- 3.4 You are responsible for taking appropriate actions to keep your mobile devices, wallet passwords (including your social account login credentials), Private Keys, mnemonics, and other information safe and secure. It is your responsibility to keep and maintain such information. You shall bear all risks, responsibilities, losses and expenses caused by your loss in connection herein. When using your social account login, you acknowledge and understand that it is your sole responsibility to observe and comply with any third party social account providers' terms and privacy policies. You also agree to authorize Bitget Wallet to receive your basic profile information or any other information which Bitget Wallet may required from the third party social account providers to facilitate authentication. You further acknowledge that you will not share with us nor any other third party any password or secret recovery phrase that relates to your use of the Services, and that we will not be held responsible if you do share any such password or phrase, whether you do so knowingly or unknowingly. For the avoidance of doubt, we take no responsibility whatsoever for any theft of a secret recovery phrase that involved intrusion through any means into your personal device or a cloud provider's data repository.
- 3.5 The Services provided by Bitget Wallet do not include all existing digital tokens. Our Services are only available in connection with Supported Digital Tokens. You shall not use or operate any digital tokens that Bitget Wallet does not support. We assume no liability in connection with any attempt to use tokens other than Supported Digital Token.



- 3.6 You are solely responsible for the mistakes made in the transactions such as entering the wrong transfer address, or wrong amount.
- 3.7 You agree to pay Bitget Wallet service fees (if any) in a timely manner, otherwise we are entitled to suspend the Services.
- 3.8 To the extent we provide you with log-in credentials and API authentication generated by the Services, such log-in credentials and API authentication are for your use only and you will not sell, transfer, or sublicense them to any other entity or person.
- 3.9 You acknowledge and agree that some of the Services are Third Party Services performed by Third Party Service Providers and governed by separate terms, Bitget Wallet is not responsible for your use of Third Party Services (including those from third-party social account providers) and shall have no liability whatsoever in connection with your use of such Third Party Services. Before accepting such services or conducting transactions on third-party dApps, you should judge and evaluate whether there are risks in the services or transactions, make rational decisions and independently assume the corresponding risks.
- 3.10 You acknowledge and agree that at all times when operating on Bitget Wallet or using dApps on Bitget Wallet to conduct transactions, you should follow the requirements of relevant laws, acts and regulations.
- 3.11 We may suspend the provision of the Services at any time without prior notice to you and will not be liable for any losses arising in the event of a suspension when:
- (a) business interruption due to technical reasons such as equipment, blockchain maintenance, upgrades, failures, and communication interruptions;
 - (b) force majeure factors including, but not limited to typhoons, earthquakes, tsunamis, floods, power outages, wars or terrorist attacks, viruses, Trojan horses, hacker attacks, system instability, government actions, where the Bitget Wallet's system cannot provide services;
 - (c) we reasonably believe that the provision of the Services involves legal, regulatory or business risks; or
 - (d) other circumstances that we deem necessary to suspend the provision of Services at our sole discretion.
- 3.12 We may unilaterally suspend, cancel or terminate your use of partial or all of the Services and will not be liable for any losses arising in the event of a suspension of service when:
- (a) the user deceases;
 - (b) you have breached or alleged breach any of your undertakings or obligations in this Agreement or any of representations or warranties you made turn out to be false, misleading, inaccurate or incomplete
 - (c) we determine that your conduct in the use of the Services is illegal or in any way hurts the reputation or goodwill of Bitget Wallet or its affiliates including but not limited to the following types of misconduct:
 - (i) stealing other people's wallet information;
 - (ii) providing false information when filling in personal information;



- (iii) not accepting the forced update initiated by us for improving the function of the Services;
- (iv) any illegal or criminal activities such as money laundering or terrorist financing;
- (v) falsely claiming to be a staff member or manager of the Bitget Wallet;
- (vi) attack, invade, alter or in any other way threaten the normal operation of our computer system;
- (vii) using Bitget Wallet to promote scams;
- (viii) spreading rumours and damaging the goodwill of Bitget Wallet and affiliates; or
- (ix) other circumstances that we deem necessary to suspend, cancel or terminate the provision of Services at our sole discretion.

Transfer

- 3.13 You acknowledge that based on the "irreversible" nature of transactions in the blockchain system, we are unable to suspend or revoke operations such as transfer transactions for you. You are responsible for any associated loss and liability.
- 3.14 You acknowledge that when using the Services, the following situations may result in a transfer "transaction failure" or "packaging timeout" and you shall be solely responsible for any losses arising including but not limited to:
- (a) insufficient wallet balance or miner fees;
 - (b) the blockchain failing to execute the contract code;
 - (c) exceeding the payment limit stipulated by regulatory authorities, Bitget Wallet or laws and regulations;
 - (d) technical failure of network, equipment, etc.;
 - (e) transactions are abandoned due to block chain network congestion, failures, etc.;
 - (f) Your address or counterparty address is identified as a special address, such as high-risk address, exchange address, ICO address, Token address, etc.
- 3.15 Bitget Wallet only provides you with transfer tools. After you use Bitget Wallet to complete the transfer, we have completed the Services. Bitget Wallet is not responsible for disputes outside the scope of its Services.
- 3.16 Bitget Wallet will send you notifications in the form of announcements, pop-up prompts or client notifications, for example, to notify you of transaction progress, or to prompt you to perform related operations. Please promptly pay attention to them and take appropriate actions.
- 3.17 You acknowledge and agree that due to the unstable environment and network status you are in, if your transfer operation is not completed, the relevant blockchain may still charge fees and it's your responsibility to settle the fee.



- 3.18 You are responsible for paying all taxable and other expenses incurred as a result of your transactions on Bitget Wallet.

4. PROHIBITED ACTIONS

- 4.1 You shall not grant permission to any third party to use or access your wallet. You are fully responsible for all acts or omissions of any third party user with access to your wallet. You shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the Services, Platform and/or information. In the event of such unauthorised access or use, you shall notify Bitget Wallet promptly.
- 4.2 You agree that you will not undertake any of the following, nor use Bitget Wallet or the Services for any illegal purpose or illegal manner, such as:
- (a) breaches or attempt to breach the terms of this Agreement;
 - (b) breaches any laws or regulations;
 - (c) engage in any illegal, fraudulent or criminal activities, including but not limited to money laundering, terrorist financing or illegal fundraising;
 - (d) use any automated programs, software, engines, web crawlers, web analysis tools, data mining tools or similar tools to access the Bitget Wallet's services, collect or process the content provided by the Bitget Wallet, interfere or attempt to interfere with any user or any access to the Services in other ways;
 - (e) provide gambling information or induce others to participate in gambling in any way;
 - (f) invade others' Bitget Wallet to steal digital tokens;
 - (g) engage in any acts that infringe or may infringe the Service system and data; or
 - (h) other illegal and inappropriate behaviours that Bitget Wallet has justifiable reasons for.

5. AIRDROP

By participating in the Airdrop, the participant expressly acknowledges and assumes all risk related thereto. The participants also agree and acknowledge that:

- 5.1 You represent and warrant that all information provided during the Airdrop process is true, accurate, and complete. You agree and acknowledge that Bitget Wallet reserves the right to require additional information from you and to share such information with affiliated third party service providers as Bitget Wallet deems appropriate in its sole discretion. You agree and acknowledge that Bitget Wallet is not responsible and cannot be held liable for any losses, expenses, or delays resulting from inaccurate or incomplete information, and you agree to assume full responsibility for any and all risks associated therewith.
- 5.2 You represent and warrant that your participation in the Airdrop and receipt of tokens are not prohibited by applicable laws. You will not use a virtual private network or similar tool to circumvent any geo-blocking and/or other restrictions that we have implemented in connection with the Airdrop. Any such deliberate circumvention, or attempted circumvention, of our controls may permanently disqualify you from participation in the Airdrop, as determined in our sole discretion.



- 5.3 You are solely responsible and liable for all taxes due in connection with your participation in the Airdrop; and you should consult a tax advisor with respect to the tax treatment of Airdrop in your jurisdiction if necessary.
- 5.4 Your eligibility to receive Airdrop tokens or participate in the Airdrop is subject to our sole discretion or as set out in any Airdrop announcement, or notification to you in writing. Participants must follow the instructions set forth in any Airdrop announcement and/or such other instructions as may be provided by Bitget Wallet from time to time.
- 5.5 Your participation in the Airdrop is at your own risk. You are solely responsible for your participation in the Airdrop and, if applicable, for all activities that occur on or through your participation therein.

6. INDEMNITY

- 6.1 You shall indemnify and hold Bitget Wallet and affiliates harmless from and against any claims, suits, actions, demands, disputes, allegations, or investigations brought by any third-party, governmental authority, or industry body, and all claims, liabilities, damages (actual and consequential), losses (including any direct, indirect or consequential losses, loss of profit, loss of reputation), costs, and expenses, including without limitation all interest, penalties and legal and other reasonable attorneys' fees and other professional costs and expenses (" **Loss** " or " **Losses** "), arising out of or in any way connected with:
 - (a) your access to the Platform or use of Services;
 - (b) your breach or alleged breach of this Agreement or any other relevant agreements;
 - (c) your contravention of any applicable laws and regulations; and
 - (d) your violation of any right of a third party.

7. DISCLAIMER AND LIMITATION OF LIABILITY

- 7.1 Bitget Wallet is only responsible for the obligations as set out in this Agreement. In no event will Bitget Wallet or any its affiliates be responsible or liable to you for any Losses, damages, or costs arising out of or in connection with this Agreement. Nothing in this Agreement excludes or limits liability that cannot be excluded or limited under the applicable law.
- 7.2 Bitget Wallet is only responsible for the obligations as set out in this Agreement. To the maximum extent permitted by the applicable law, the aggregate liability of Bitget Wallet and its affiliates for all claims, damages, or losses arising out of or in connection with the Agreement or the use of the Services shall be strictly limited to (a) one hundred US dollars (US\$100), or (b) the total service fees paid by you to Bitget Wallet for the specific service giving rise to the liability during the six (6) months immediately preceding the event causing the loss, whichever is lower.
- 7.3 Bitget Wallet provides the Services on an "as is" and "as available" basis and expressly disclaims, and you waive, any and all warranties of any kind, whether express or implied, including implied warranties of merchantability, fitness for a particular purpose, title or non-infringement of warranties arising from course of performance, course of dealing or usage in trade. Without limiting the foregoing, we do not represent or warrant that the Services are accurate, complete, reliable, current or error-free, or free of viruses or other harmful components. The defects on the Platform will not aggravate the responsibility or duty of care of Bitget Wallet.



- 7.4 Bitget Wallet cannot control the quality, safety or legality of Third Party Content and Third Party Services, and the authenticity or accuracy of the information provided by third party. Any transactions taking place between you and any third party service provider are committed at your own risk. No representations or warranties of any kind, whether express, implied, statutory or otherwise regarding the Third Party Content or the Third Party Services and we disclaim all warranties, including any implied or express warranties that such content or services will be uninterrupted, error free or free of harmful components and that any content will be secure or no otherwise lost or altered. You agree that we are not responsible for verifying the legitimacy, safety or suitability of any third party applications or tokens that you may interact with or receive using our Services. You are aware that there are technical measures in certain Services that may improve user safety, and you are solely responsible for understanding how they function and using them as appropriate.
- 7.5 Bitget Wallet can only provide the Services in accordance with this Agreement. We are not responsible for the failure to provide the Services due to the following reasons:
- (a) Bitget Wallet system or the Platform shut down for maintenance or upgrade;
 - (b) force majeure incidents;
 - (c) improper use of the Services by the Users or without authorization or approval of Bitget Wallet, not in compliance with this Agreement or instructions from Bitget Wallet;
 - (d) due to viruses, bugs, Trojan horses, malicious program or harmful code attacks, network congestion, system instability, system or equipment failures, communication failures, power failures, bank and other reasons or government actions;
 - (e) loss of digital tokens due to users losing mobile devices, deleting and not backing up Bitget Wallet and/or backing up wallets, wallet theft or forgetting wallet passwords (including their social account login credentials), Private Keys, mnemonics, and keystore.
 - (f) loss of digital tokens caused by the user disclosing the wallet password (including their social account login credentials), Private Key, mnemonic, keystore, or borrows, transfers or authorizes others to use their own mobile device or Bitget Wallet, or fails to download the Bitget Wallet application or other unsafe wallet through the official channels of ours;
 - (g) loss of digital tokens due to user misoperation (including but not limited to your input of the wrong transfer address, the problem of your own choice of transfer node server, caused by users not understanding the nature of blockchain technology);
 - (h) due to any time lag or instability of the blockchain;
 - (i) as a result of your use of any third party service and/or platform which may include any social account suspension, shut down, or login failure on such third party platform for whatever reason;
 - (j) any other reasons Bitget Wallet may consider necessary to suspend the Services which are out of our control.

8. INTELLECTUAL PROPERTY

Intellectual Property rights



- 8.1 Bitget Wallet is an application developed and owned by us. The intellectual property rights of any content displayed in Bitget Wallet (including this Agreement, announcements, articles, videos, audios, pictures, files, information, materials, trademarks or logos) are owned by us or third-party rights holders. Without the prior written consent of us or third-party rights holders, no one may use, modify, decompile, reproduce, publicly transmit, change, distribute, publish or publicly publish the above-mentioned applications and contents.
- 8.2 Bitget Wallet reserves all rights under this Agreement. If you download or print a copy of the Agreement for your own personal use, you must retain all trademark, copyright and other proprietary notices contained in and on the Agreement
- 8.3 You agree that Bitget Wallet will be entitled to all legal and equitable remedies otherwise available to it to protect the intellectual property rights and those of its licensors including, without limitation, the right to seek and obtain injunctive relief and enforce the same against you.

License

- 8.4 Bitget Wallet grants each user a non-exclusive and limited license to use the object code version of the Bitget Wallet software for non-commercial purposes. Each User may make a single copy of the Bitget Wallet software in object code form for archival or backup purposes. Users are prohibited from reverse engineering, decompiling or disassembling the App or attempting to gain access to the source code of the App except and only to the extent that it is expressly permitted by applicable law.
- 8.5 User is prohibited from transferring or assigning this Agreement and/or any rights or obligations hereunder without the prior written consent of Bitget Wallet.
- 8.6 Your rights under this Agreement will automatically terminate if you breach any of your obligations under this Agreement.
- 8.7 Promptly after such termination of this Agreement, you will destroy all copies of the Bitget Wallet software and uninstall it from your device.
- 8.8 All rights not expressly granted are reserved.

9. GOVERNING LAW AND DISPUTE RESOLUTION

Governing Law

- 9.1 This Agreement shall be governed by, and construed in accordance with, the laws of Hong Kong without regard to any choice or conflict of laws rules.

Agreement to submit to arbitration

- 9.2 To the extent permitted by law, you agree to waive your rights to any jury trial and for any dispute arising out of or related to this Agreement resolved in court. Instead, for any dispute or claim that you have against Bitget Wallet or relating in any way to this Agreement, you agree to first contact Bitget Wallet and attempt to resolve the claim informally by sending a written notice of your claim (“ **Notice** ”) to us by email at bitgetwallet.legal@bitget.com. The Notice must:
- (a) include your name, residence address, email address, and telephone number;
 - (b) describe the nature and basis of the claim; and



- (c) state the specific relief sought.

Our notice to you will be similar in form to that described above. If you and Bitget Wallet cannot reach an agreement to resolve the claim within 30 days after such Notice is received, then either party may then submit the dispute to binding arbitration as prescribed below.

- 9.3 Any dispute, controversy, difference or claim arising out of or relating to this Agreement, including the existence, validity, interpretation, performance, breach or termination thereof or any dispute regarding non-contractual obligations arising out of or relating to the Agreement will be referred to and finally resolved by arbitration administered by Hong Kong International Arbitration Centre (“HKIAC”) under the HKIAC Administered Arbitration Rules in force when the arbitration is commenced.
- 9.4 You and we agree that:
 - (a) the law of this section is Hong Kong law;
 - (b) the seat of arbitration will be Hong Kong;
 - (c) unless you and we agree otherwise, the number of arbitrators will be 1 and that arbitrator must have relevant legal and technological expertise;
 - (d) if you and we do not agree on the arbitrator to be appointed within 15 working days of the dispute proceeding to arbitration, the arbitrator shall be appointed by HKIAC;
 - (e) the arbitrator may conduct only an individual arbitration and may not: (i) consolidate more than one individual’s claims; (ii) preside over any type of class or representative proceeding; or (iii) preside over any proceeding involving more than one individual; and; (iv) the arbitration proceedings will be conducted in English.
- 9.5 Any claim to be brought by you arising out of or related to this Agreement must commence arbitration proceedings strictly within one year after such claim arises failing which it shall be irrevocably time barred. Time barred claims means that there is no longer any lawful right to assert such claims nor to commence any formal legal action.
- 9.6 You shall maintain the confidentiality of any arbitration proceedings, judgments and awards, including all information gathered, prepared and presented for purposes of the arbitration or related to the dispute(s) therein. The arbitrator will have the authority to make appropriate rulings to safeguard confidentiality, unless the law provides to the contrary. The duty of confidentiality does not apply to the extent that disclosure is necessary to prepare for or conduct the arbitration hearing on the merits, in connection with a court application for a preliminary remedy or in connection with a judicial challenge to an arbitration award or its enforcement, or to the extent that disclosure is otherwise required by law or judicial decision.
- 9.7 Notwithstanding any other provision of the Agreement, you agree that we have the right to apply for injunctive remedies (or an equivalent type of urgent legal relief) or equitable relief in any jurisdiction.
- 9.8 You agree that any dispute arising out of or related to the Agreement:
 - (a) is personal to you and Bitget Wallet; and
 - (b) will be resolved solely through individual action, and will not be brought as a class arbitration, class action or any other type of representative proceeding.



9.9 If any portion of this section is found to be unenforceable or unlawful for any reason:

- (a) only the unenforceable or unlawful provision shall be severed/deleted;
- (b) severance of the unenforceable or unlawful provision should have no impact whatsoever on the remainder of this section or the parties' ability to compel arbitration of any remaining claims on an individual basis pursuant to this section; and
- (c) to the extent that any claims must therefore proceed on a class, collective, consolidated, or representative basis, such claims must be litigated in a civil court of competent jurisdiction and not in arbitration, and the parties agree that litigation of those claims should be stayed pending the outcome of any individual claims in arbitration.

10. NO WAIVER

Any failure by Bitget Wallet to exercise any of its rights, powers, or remedies under this Agreement, or under other relevant agreement or law, does not constitute a waiver of any such right, power or remedy.

11. DEFINITION

Agreement means this document which may be amended or varied by us from time to time.

Claim means any dispute, claim difference or controversy between you and Bitget Wallet arising out of, or relating in any way to:

- (a) this Agreement or relevant agreements, including their existence, validity, subject matter, interpretation, performance, breach, negotiation, termination, enforceability or the consequences of their nullity;
- (b) your relationship with Bitget Wallet as a user (whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory, and whether the claims arise during or after the termination of this Agreement);
- (c) any non-contractual obligations arising out of or relating to this Agreement, or your relationship with Bitget Wallet.

Loss or Losses has the meaning given in Section 6.

Notice has the meaning given in Section 9.2.

Platform means the digital platform that is operated by Bitget Wallet which may make accessible to you via website, application(s), API or by such other means as Bitget Wallet may prescribe from time to time, in accordance with this Agreement.

Privacy Policy means the privacy policy published at <https://web3.bitget.com/resource/policy.html>, which may be amended or varied by us from time to time.

Private Key means the key composed of 256 random characters and is the core of the user's possession and use of digital tokens.

Prohibited Jurisdictions means the jurisdictions and such locations as designated by BGW from time to time, including the following:



- Crimea, Donetsk and Luhansk regions of Ukraine
- Republic of Cuba
- Democratic People's Republic of Korea
- Islamic Republic of Iran
- Republic of Sudan
- Syrian Arab Republic
- Republic of Iraq
- State of Libya
- Republic of Yemen
- Islamic Emirate of Afghanistan
- Central African Rep
- Democratic Republic of the Congo
- Republic of Guinea-Bissau
- Republic of Haiti
- Republic of Lebanon
- Federal Republic of Somalia
- Republic of South Sudan
- Republic of Singapore, or
- any other country, location, region or territory subject to comprehensive or targeted international sanctions frameworks, as updated by Bitget Wallet from time to time without prior notice

Public Key means the Private Key generated by one-way derivation with the help of cryptographic principles, and is used to generate the blockchain digital wallet address, which is the public payment address.

Risk Disclosure means the risk disclosure document at https://cdn.bitkeep.vip/operation/BitgetWallet_Risk%20Disclosure_20260416AC.pdf, which may be amended or varied by us from time to time.

Service has the meaning given in Section 2.

Supported Digital Tokens means any token, coin, cryptocurrency, and/or other digital asset, and blockchain network which is recognised and supported by the Platform which may be subject to change and updates, in our sole discretion, from time to time.

Third Party Content means any and all data, information, text, images, links, market prices, exchange rates, trading volumes, gas fee estimates, network congestion metrics, ticker symbols, smart contract addresses, descriptions, advertisements, token logos, reviews, or other materials surfaced, compiled, aggregated, or displayed on the Platform that originate from, or are generated by, a source other than Bitget Wallet. This includes, without limitation, data pulled via external application programming interfaces (APIs), RSS feeds, blockchain indexing services (or subgraphs), oracle networks, or web scraping tools.

Third Party Service means any and all services, functionalities, applications, protocols, or software environments that are not entirely developed, owned and directly operated by Bitget Wallet, but are made accessible, visible, linkable, or interactable through the Platform. This includes without limitation:



- (a) decentralised applications (dApps), smart contracts, decentralised finance (Defi) protocols, decentralised exchanges (DEXs), automated market makers (AMMs), liquidity pools, and cross-chain bridges;
- (b) staking, lending, borrowing, yield farming, and asset-wrapping frameworks;
- (c) digital asset on-ramps, off-ramps, fiat gateways, payment processors and token swap/routing aggregators;
- (d) blockchain networks, mainnets, testnets, sidechains, layer-2 or layer-3 scaling solutions, and consensus or validation mechanisms; and
- (e) third-party social login/authentication systems (including OAuth providers), cloud storage repositories, or hardware wallet integrations.

Any integration with a Third Party Service through the Platform is strictly an interaction between you and such Third Party Service, and does not establish a contractual relationship between Bitget Wallet and you regarding that specific service..

Third Party Service Provider means the any individual, corporation, entity, collective, decentralized autonomous organization (DAO), developer team, or open-source community that develops, maintains, deploys, hosts, operates, or controls any Third Party Service. For the avoidance of doubt, creators or maintainers of open-source smart contracts, blockchain nodes, or decentralized protocols with which the Platform interacts or integrates are explicitly deemed Third Party Service Providers under this Agreement, regardless of whether they maintain an active commercial or contractual relationship with Bitget Wallet.

User Key Share has the meaning given in Section 2.9.

12. RISK WARNING

- 12.1 The market data function provided by Bitget Wallet is only a search result of capturing the exchange rate information of digital tokens of some exchanges, and does not represent the latest information or the best quotation.
- 12.2 When using the Services, if you or your counterparty fail to comply with this Agreement or the operation tips and rules in the relevant Platform descriptions, transactions, and payment pages, Bitget Wallet does not guarantee that the transaction will be successfully completed and shall not be liable to you for any losses or damages, or arising out of or in connection with such failure.
- 12.3 During the transaction process,
 - (a) you should judge by yourself whether the other party is a person with full civil capacity and decide whether to conduct transactions with the other party or transfer money to the other party, etc., and you shall bear all the risks related to this; and
 - (b) you are solely responsible for verifying counterparties, wallet addresses, identities, payment instructions and transaction purpose. Bitget Wallet is not responsible for fraud, impersonation, erroneous transfers or disputes with counterparties
- 12.4 if there is a similar abnormal message such as "transaction failure", "packaging timeout", etc., you should re-confirm through the official channels of the relevant blockchain or other blockchain query tools to



ensure that the transaction fails. Avoid repeated transfers; otherwise, all losses and expenses arising therefrom shall be borne by you. We recommend that you make a safe backup of your wallet's password, Private Key, and mnemonics when creating or importing a wallet. We recommend you not to use the following backup methods: screenshots, emails, notepads, text messages, WeChat, QQ and other electronic backup methods. We recommend that you transcribe information such as mnemonics on a paper notepad, and you can also store electronic data in a password manager.

- 12.5 We recommend that you use Bitget Wallet in a safe network environment to ensure that your mobile device is not jail-broken or attacked to avoid possible security risks.
- 12.6 In the process of using our Services, beware of frauds or notices from non-official sources of Bitget Wallet. We encourage you to notify us as soon as you discover such behaviour.
- 12.7 There is a risk that the mnemonic phrase associated with the User Key Share may be lost or stolen by nefarious hackers which may result in you losing access to the digital assets stored at such associated blockchain addresses. Bitget Wallet is not responsible for any losses arising from such an occurrence.
- 12.8 Please note that Bitget Wallet does not provide legal, tax or investment advice and other services. You should seek advice from legal, tax, and investment professionals, and we are not responsible for any investment loss, data loss, etc. you suffer while using our services.
- 12.9 You fully understand below risks and agree you access the Platform and Services at your own risk:
 - (a) value loss: digital assets, including the tokens, can completely lose all market value such as the tokens ceasing to have any utility.
 - (b) market liquidity & volatility risks: there is no prior market for and there may not be an active or liquid market for digital assets. Even if the digital assets are traded on the secondary market, there may be insufficient buyers or sellers. The value of the digital assets could be subject to price volatility.
 - (c) regulatory risks: the laws, regulations and directives governing distributed ledger technologies, cryptographic tokens, and digital assets are uncertain, and regulations or policies may materially adversely affect the digital asset economy.
 - (d) risks associated with taxation: the tax treatment toward digital assets are uncertain and there may be adverse tax consequences upon certain future events.
 - (e) risks associated with negative publicity: negative publicity, whether or not justified, may materially and adversely affect the adoption, market perception and/or price of the crypto assets.
 - (f) technology risks: there are unanticipated risks arising from the technology supporting digital assets and there may be weaknesses, vulnerabilities or bugs in the distributed networks, protocols, systems, and smart contracts in connection with the digital assets, which may result in a total loss of digital assets arising from theft, cyber-attacks, exploits, malfunctions, misuse or other factors.
 - (g) risks associated with consensus mechanisms of blockchains and distributed networks: distributed networks and blockchains utilise various consensus mechanisms (including 'proof-of-work', 'proof-of-stake', a variation thereof, or other consensus mechanisms) each having unique risks. These include malicious or exploitative actions by nodes or network participants or a failure of



such consensus mechanisms to work as intended resulting in forks and/or other circumstances rendering the distributed network associated with the relevant digital asset effectively unusable.

- (h) third party risks: you understand and accept that Bitget Wallet does not control and is not responsible for any Third Party Content and/or Third Party Services.

13. CHANGES TO THIS AGREEMENT

We reserve the right, at our sole discretion, to modify or replace any part of this Agreement at any time. Any updates or modifications will become effective upon posting on the Platform unless stated otherwise. You understand that it is your responsibility to check this Agreement periodically for changes, but we will also use commercially reasonable efforts to communicate any material changes to this Agreement through our Platform or public channels. You agree that (a) your continued use of or access to the Platform and/or Services following the posting of any changes to this Agreement constitutes acceptance of those changes, whether or not you were checking for changes or actually read the changes, (b) your sole remedy is to immediately cease using the Services and accessing the Platform, if you do not agree to any such updates or modifications.

For matters not covered in this document, you shall abide by the announcements and relevant rules that we update from time to time.