

TERMS OF SERVICE

Citadail Escrow
Website: offthechart.xyz

Effective Date: June 12, 2025

1. ACCEPTANCE OF TERMS

By accessing or using the Citadail Escrow website (offthechart.xyz) and services, you agree to be bound by these Terms of Service ("Terms"). If you do not agree to these Terms, do not use our services.

2. DESCRIPTION OF SERVICE

Citadail Escrow provides online escrow services, acting as a neutral third party to facilitate secure transactions between buyers and sellers. Our services include holding funds, documents, and other assets in escrow until predetermined conditions are met.

3. ELIGIBILITY

You must be at least 18 years old and have the legal capacity to enter into contracts in your jurisdiction to use our services. By using our services, you represent and warrant that you meet these requirements.

4. ACCOUNT REGISTRATION

To use our escrow services, you must create an account and provide accurate, complete, and current information. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

5. ESCROW SERVICES

5.1 Service Process

- Citadail Escrow acts as a neutral third party in transactions
- We hold funds, documents, or other assets according to agreed-upon terms
- Release of escrowed items occurs only when predetermined conditions are satisfied
- Both parties must agree to transaction terms before escrow begins

5.2 Transaction Fees

- Service fees are disclosed before transaction initiation
- Fees are typically split between parties unless otherwise agreed
- Additional fees may apply for expedited processing or special services

5.3 Transaction Limits

- Minimum and maximum transaction amounts may apply
- Certain transaction types may be restricted or prohibited

6. USER OBLIGATIONS

You agree to:

- Provide accurate and truthful information
- Comply with all applicable laws and regulations
- Not use our services for illegal activities
- Not attempt to circumvent our security measures
- Pay all applicable fees when due
- Respond promptly to requests for information or documentation

7. PROHIBITED ACTIVITIES

Users may not:

- Engage in fraudulent or deceptive practices
- Use the service for money laundering or other illegal financial activities
- Attempt to manipulate or interfere with our systems
- Upload malicious software or viruses
- Violate any applicable laws or regulations
- Impersonate any person or entity

8. DISPUTE RESOLUTION

8.1 Escrow Disputes

- Disputes between transaction parties will be handled according to the specific escrow agreement
- Citadail Escrow may require additional documentation or evidence to resolve disputes
- We reserve the right to hold escrowed items until disputes are resolved

8.2 Service Disputes

- Disputes regarding our services should first be addressed through our customer support
- Unresolved disputes may be subject to binding arbitration

9. LIABILITY AND DISCLAIMERS

9.1 Service Limitations

- Our services are provided "as is" without warranties of any kind
- We do not guarantee the performance or reliability of transaction counterparties
- We are not responsible for the quality, safety, or legality of items being transacted

9.2 Limitation of Liability

- Our liability is limited to the amount of fees paid for the specific transaction
- We are not liable for indirect, incidental, or consequential damages
- We do not guarantee uninterrupted or error-free service

10. INDEMNIFICATION

You agree to indemnify and hold Citadail Escrow harmless from any claims, damages, losses, or expenses arising from your use of our services or violation of these Terms.

11. PRIVACY AND DATA PROTECTION

Your privacy is important to us. Our collection and use of personal information is governed by our Privacy Policy, which is incorporated into these Terms by reference.

12. COMPLIANCE AND REGULATORY MATTERS

12.1 Anti-Money Laundering (AML)

- We maintain AML compliance procedures
- Users may be required to provide identity verification
- Suspicious activities will be reported to appropriate authorities

12.2 Know Your Customer (KYC)

- Identity verification may be required for certain transactions
- We reserve the right to request additional documentation

13. TERMINATION

We may terminate or suspend your account and access to our services at any time, with or without notice, for violation of these Terms or for any other reason.

14. MODIFICATIONS TO TERMS

We reserve the right to modify these Terms at any time. Changes will be effective immediately upon posting to our website. Continued use of our services constitutes acceptance of modified Terms.

15. GOVERNING LAW

These Terms are governed by the laws of [Your Jurisdiction], without regard to conflict of law principles.

16. SEVERABILITY

If any provision of these Terms is found to be unenforceable, the remaining provisions will remain in full force and effect.

17. ENTIRE AGREEMENT

These Terms, along with our Privacy Policy, constitute the entire agreement between you and Citadail Escrow regarding our services.

18. CONTACT INFORMATION

For questions about these Terms, please contact us at:

Citadail Escrow
Email: support@offthechart.xyz
Website: offthechart.xyz

Last Updated: June 12, 2025