Techblock LTD
Company number: 14400234
8-14 Verulam St
London WC1X 8LZ

T&Cs - External Wallet Import Service

1. Purpose and Scope

These Terms and Conditions ("Terms") govern the use of the External Wallet Connection Service ("Service") accessible via the Deblock application and website. The Service is operated by Techblock Ltd ("Techblock") as part of the Deblock Group, providing the technical infrastructure for connecting external wallets. All references to the Deblock app, Deblock customers, and Deblock wallets in these Terms reflect the public-facing brand through which the Service is accessed.

2. Service Description

The Service allows customers to connect existing external self-custody wallets directly within the Deblock application. Customers can import any wallet using either the recovery phrase or private key subject to Deblock supporting the chain. All transactions available with native Deblock wallets can be performed with connected external wallets and are subject to Deblock SAS Terms and Conditions agreed by the customer. Deblock reserves the right to condition access to certain features to native wallets.

3. Eligibility and Prerequisites

The Service is available exclusively to existing Deblock customers who have successfully completed identity verification and confirmed their legitimate ownership of the external wallet. The Customer must ensure, and declare, that private keys associated with the wallet have not been shared with anyone else.

4. Risk Warnings and Customer Acknowledgments

By using this Service, customers acknowledge and accept the following enhanced risks:

- Customers are solely responsible for maintaining secure devices and environments when using connected wallets, as device-level breaches can result in total asset loss.
- Deblock cannot recover funds lost due to compromised private keys, misdirected transactions, or activities outside its infrastructure.
- Connected wallets can be used outside Deblock's security framework, creating vulnerabilities if other platforms are compromised.

- Deblock does not guarantee the security or performance of third-party wallet software or connection bridges.
- Multi-platform exposure increases the risk of security breaches, key compromise, and device-based attacks.
- Account restrictions may be applied based on wallet activity assessments as per Deblock's policies.
- Smart contract vulnerabilities in connected DeFi protocols and/or sharing the wallet with any third-party may lead to irrecoverable fund loss.
- Market volatility and liquidity risks may affect connected assets.
- Deblock support is strictly limited to operations within its app; it cannot provide assistance or remediation for issues, losses, or vulnerabilities arising from external platforms or protocols.

5. Wallet Connection Process

To connect an external wallet, customers must use either the recovery phrase or private key of the wallet and perform the entire process within the Deblock app. The Service becomes available only upon completion of all required verification steps.

6. External Usage Rights and Limitations

Connected wallets may be used outside the Deblock application. Customers accept full responsibility for external platform security and potential compromises, and compliance with applicable regulations across all platforms used.

7. Security and Storage

Within the Deblock application, connected external wallets benefit from the same encryption, storage, and signing protocols as native Deblock wallets. Neither Techblock nor Deblock maintains any access to customers' private keys or tokens. Encryption key management in the app follows the same standards applied to Deblock's internal wallet infrastructure: once a wallet is imported, the mobile app will reuse the encryption key (stored on the customer's cloud and escrow) to generate an encrypted backup of the new wallet. Customers receive and may export the full key.

8. Customer Responsibilities and Obligations

Customers are required to maintain the highest level of security for their private keys and recovery phrases. They must promptly report any suspected account compromise and acknowledge that service restrictions may be imposed following risk assessments. They accept that any technical or security issues arising from external platforms remain outside the scope of Deblock's Support.

9. Liability and Risk Allocation

Techblock's liability for issues arising within its systems and affecting connected external wallets is the same as for native wallets documented in Deblock SAS Terms and Conditions. Customers bear full responsibility for the use of their wallets on external platforms and the risks associated with them. Techblock cannot be held liable for failures, breaches, or service interruptions originating from external platforms. Techblock provides the technical Service and is not liable for regulated account functions, which remain under Deblock SAS.

10. Service Limitations and Restrictions

Support is strictly limited to functionality available within the Deblock application. Service availability may be restricted in response to regulatory requirements or specific risk assessments. Deblock reserves the right to suspend or modify wallet connection functionality with minimal notice when operational needs require it.

11. Withdrawal and Disconnection

Customers may withdraw from the Service and disconnect their external wallet at any time. Withdrawal or disconnection does not affect any transaction already executed through connected wallets.

12. Data Protection and Confidentiality

Personal data processed as part of the Service is handled in accordance with applicable data-protection laws and the Deblock Privacy Policy. The Data Protection Officer (DPO) can be contacted at **dpo@deblock.com**. Transactions and related data are covered by professional secrecy except as required by law or to comply with anti-money-laundering obligations.

13. Fees

The Service is provided free of charge.

14. Force Majeure

Neither Techblock nor Deblock is liable for delays or failures caused by events beyond their reasonable control, including natural disasters, cyberattacks, or regulatory changes.

15. Modifications of Terms

Techblock may modify these Terms to reflect regulatory changes, technical improvements, or updated risk assessments. Updates will be communicated through the Deblock app or website and will become binding after the applicable notice period.

16. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales. The courts of England have exclusive jurisdiction to resolve disputes arising from or in connection with these Terms, unless local law requires otherwise.

17. Entire Agreement

These Terms constitute the entire agreement between you and Techblock regarding the Service and supersede any prior agreements related to it.

18. Assignment

You may not assign or transfer your rights or obligations under these Terms without Techblock's prior written consent. Techblock may assign its rights and obligations to another entity provided this does not diminish your rights.

19. Waiver

Failure by Techblock or Deblock to enforce any provision of these Terms does not constitute a waiver of that provision.

20. Severability

If any provision of these Terms is found invalid or unenforceable, the remaining provisions continue in full force and effect.

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21. Language

These Terms may be translated into other languages for convenience. In case of discrepancies, the English version prevails.