

# FAQ

**1. What is Bitcoin (BTC)?**

Bitcoin is the first global, decentralized, peer to peer digital currency. You can use Bitcoin for online transactions.

**2. How can I buy BTC?**

You can buy Bitcoin with us at Bit of Heaven – Just make sure you have a Bitcoin wallet first.

**3. Which cryptocurrencies are available for purchase?**

Bit of Heaven offers Bitcoin. Other cryptocurrencies will be available soon.

**4. Where can I get a BTC wallet?**

You can get your wallet through online sites, hardware vendors or exchanges. Bit of Heaven doesn't provide a wallet service – we send the coins to the wallet of your choice.

**5. Which payment methods does Bit Of Heaven accept?**

Bit of Heaven accepts bank wire transfers and credit/debit cards (Visa and MasterCard).

**6. Which Currencies does Bit of Heaven accept?**

Bit of Heaven accepts USD, EUR and GBP.

**7. Can I sell Bitcoins to Bit of Heaven?**

Will be available soon.

**8. How long does it take Bit of Heaven to send my BTC once I have completed my purchase?**

The time it takes to complete a transaction depends on your payment confirmation, account verification and the verification of your wallet address.

**9. How is the exchange rate determined?**

In order to provide the best and most accurate buy/sell rates, we use an average rate of exchanges and miners we are working with.

**10. When is the exchange rate determined?**

The rate is determined once we receive the money and handle the order. The rate will be maintained for 3 hours. During those 3 hours, you will have the necessary time in order to complete your purchase procedure, for instance - uploading documents, etc. After 3 hours, the rate can change according to market behavior.

**11. What is the exchange fee?**

The exchange fee is 5%.

**12. Is it possible to receive the Crypto right after the payment?**

Yes, as long as your purchase procedure is completed.

**13. How long should I wait for the Crypto to arrive in my wallet?**

It can take a couple of minutes or couple of hours, it depends on a few factors like completing upload of documents and load on the blockchain network. However, Bit of Heaven reserves the right to transfer the Crypto up to 5 days, according to the requirements from the client and his cooperation.

**14. When will my credit card be charged?**

We will authorize the transaction, but we will only capture/settle the amount after the product will be delivered.

**15. Can I cancel my order?**

You can cancel your order before we capture your payment. In order to do so, you must contact Bit of Heaven support and cancel it before we deliver the product.

**16. Can I buy Crypto Currency without uploading documents?**

In order to purchase Crypto Currency with Bit of Heaven, you must upload the verification documents according to the system's demands, the purchase amount and verification level.

**17. Why should I sign the DOCP (Declaration Of Crypto Purchase) document?**

We are strict and asking for DOCP in every purchase as the law requires when buying a certain amount.

**18. Why I must verify my personal details?**

The verification process is obligatory for each account, as Bit of Heaven follows regularity policies to keep your account safe and prevent fraud. We are committed to keep your personal information safe and the verification process adds an additional security layer.

**19. How do I verify my account?**

Log into your Bit of Heaven account and follow the instructions on the 3 verification segments.

You'll be asked to upload a valid government issued ID along with a selfie picture of yourself holding the ID/Passport.

**20. Where is Bit of Heaven registered?**

Bit of Heaven is owned and operated by Loyalfinance OÜ, company number 14766929 with registered address at Harju Maakond, Tallinn, Kesklinna Linnaosa, Tina TN 9, 10126, Estonia.