Sendra free-transfers campaign: terms and conditions

These terms apply to the Sendra free-transfers campaign, which runs from 16 November 2026 to 30 November 2026.

Terms

1. Campaign period

The campaign starts on 16 November 2026 and ends on 30 November 2026 at 23:59 WAT. Only completed transactions within this period qualify. Sendra may adjust, extend or end the campaign and will announce any change on its official channels.

2. What's free

Only Sendra's own platform fee is waived on eligible buy and sell transactions of USDT and USDC against naira. Blockchain network fees, bank fees and payment-partner fees are not waived and still apply. Exchange rates are shown before you confirm and are not waived.

3. Rollout period and fee corrections

The campaign starts today, and we are still rolling it out and fine-tuning the system. In this period a Sendra platform fee may be charged by mistake on a transaction that should have been free. If this happens:

- Contact Sendra support first, with your receipt reference, within 48 hours of the transaction, at support@usesendra.com.
- We'll review it and, where we can, return the fee to you as cashback within 2 days.
- If we can't issue cashback, the transaction stays as completed, and we'll check our system and make sure your next eligible transfer is free.

4. Increased compliance checks

Larger naira transactions require identity verification. We may ask for your full name, NIN, BVN, a liveness check, and proof of address. We use this information to meet legal and fraud-prevention duties. We may refuse a transaction or limit your account if verification fails or if the phone number on an identity record does not match your WhatsApp number.

Your Sendra account is self-custodial, so Sendra cannot hold or move your assets. If we pause your account pending an investigation, your assets stay with you. Our payment partners also carry out their own due diligence and may flag suspicious activity, which may prompt us to act. Where the law allows, we'll tell you what we need and how long it should take. In some cases, we may be legally unable to explain the reason for a block.

5. Eligibility and limits

Open to all users, both new and existing, aged 18+. Per-transaction limit: ₦5,000,000 for both buying and selling. Daily limit: ₦50,000,000. Sendra's usual limits and compliance checks still apply.

6. Fair use

No multiple accounts, self-dealing, wash trading, bots, or splitting transactions to avoid limits. Sendra may charge the normal fee, reverse the waiver, or suspend accounts where it suspects abuse or fraud.

7. Safety and verification

Receipts carry a reference code and a QR code that links to a verification page on usesendra.com. Sendra will never ask for your PIN, password or one-time codes, and will not ask you to move funds through links in messages.

8. General

Transactions remain subject to AML, sanctions, and KYC rules. Crypto prices can be volatile, and nothing here is investment advice. Sendra may update these terms and will say so on its official channels.
These Terms are governed by the laws of the Federal Republic of Nigeria. The courts of Nigeria have jurisdiction over disputes arising from them.

12. Contact

USESENDRA LTD (RC 9079524)

Email: support@usesendra.com

Website: https://usesendra.com