Service Agreement

MARKET | ON SPOT GROUP LLC | Effective date: 1 September 2026
Official contact: qxofficialsupport@gmail.com
10 Anson Road, #24-09 International Plaza, Singapore 079903

This Service Agreement (the “Agreement”) is between ON SPOT GROUP LLC, with its registered office at 10 Anson Road, #24-09 International Plaza, Singapore 079903 (the “Company”), and the individual who completes registration on the Company’s website or trading platform and accepts these terms (the “Client”). Company and Client are together the “Parties”.

The Agreement is an invitation to treat and is not a public offer. A binding contract is formed only when the Client successfully registers, accepts these terms electronically, and the Company activates the account. Annexes published on the website — including the Rules of Trading Operations, Non-Trading Operations Regulations, Payment Policy, Privacy Policy and Risk Disclosure — form part of this Agreement.

If versions exist in more than one language, the English text controls. The version displayed on the Company’s website prevails over copies hosted elsewhere.

1. Defined terms

“Asset” means an underlying instrument made available for trading, which may include a currency pair, index, commodity, equity or other reference published by the Company.

“Digital Trade” means a contract under which the Client predicts the direction of an Asset over a chosen expiry period and receives a predetermined payout if the prediction is correct, or loses the stake if it is not.

“Trading Terminal” means the web or application interface through which the Client views quotes and submits instructions.

“Quote” means the price of an Asset displayed by the Company at a given moment. Quotes are determined by the Company using feeds and internal pricing and may differ from prices shown on other venues.

“Account” means the Client’s personal trading account, including its balance, history and settings.

“Non-Trading Operation” means a deposit, withdrawal, refund, bonus adjustment, correction or other movement of funds that is not the opening or closing of a Digital Trade.

“Force Majeure” means events beyond a party’s reasonable control, including failures of communications networks, market disruption, acts of authorities, war, epidemic, or outages of third-party infrastructure.

2. Services

The Company provides access to the Trading Terminal, displays Quotes, accepts Client instructions for Digital Trades subject to these terms, and processes Non-Trading Operations in accordance with the Payment Policy and Non-Trading Operations Regulations.

Nothing in this Agreement constitutes investment advice, a recommendation, portfolio management, or a promise of profit. The Client alone decides whether to trade and accepts the risk of loss, including loss of the entire balance.

The Company may change available Assets, payout ratios, expiry times, minimum and maximum stakes, and trading hours. Such changes take effect when published in the Terminal or on the website.

3. Account opening

The Client must be at least 18 years old, have full legal capacity, and not be a resident of a jurisdiction where the services are prohibited (including, without limitation, the United States, Canada, Hong Kong, EEA countries, Israel and Russia, as listed on the website from time to time).

The Client must provide accurate information and keep it current. The Company may refuse, suspend or close an account if information is incomplete, false, or cannot be verified, or if the Company reasonably suspects abuse, fraud or a breach of law.

The Client is responsible for safeguarding login details, two-factor codes and devices. Instructions received through the authenticated Account are treated as given by the Client.

4. Quotes, orders and records

A Digital Trade is concluded when the Company's server accepts the instruction and records it in the log. The Client's screen display is for convenience; the Company's server records are conclusive in the absence of manifest error.

The Company may reject or cancel an instruction that is late, duplicative, outside permitted limits, submitted during abnormal market conditions, or that would, in the Company's reasonable view, damage the integrity of the platform.

If a Quote is clearly erroneous, the Company may void or reprice the affected trade. The Client will be notified through the Account or by email where practical.

5. Funds

Trading on a live Account requires a positive balance funded by a method offered in the Terminal. The Company's monetary obligation to the Client is limited to the Account balance from time to time and ends when the balance is withdrawn in full or the Account is lawfully closed and settled.

Payment institutions and crypto networks used to move funds are independent of the Company. Delays, fees, reversals or losses arising from those providers are borne by the Client except where caused by the Company's proven fault.

Detailed rules on deposits, withdrawals, refunds and charges are set out in the Payment Policy.

6. Client commitments

The Client agrees to:

- use the platform only for lawful purposes and on the Client's own behalf;
- not allow third parties to trade the Account without the Company's prior written consent;
- not exploit software errors, latency, or pricing glitches;
- cooperate promptly with verification and information requests;
- read the Risk Disclosure before placing any live trade;
- pay any taxes arising from the Client's activity.

7. Company rights

The Company may, acting reasonably and in line with this Agreement: monitor activity; request documents; restrict Assets or features; adjust or cancel trades affected by error or abuse; freeze funds while investigating a suspected breach; set off amounts the Client owes; and suspend or terminate access.

The Company may assign this Agreement without prior notice. The Client may not assign rights without the Company's written consent.

8. Personal data

Processing of personal data is described in the Privacy Policy. By accepting this Agreement the Client also accepts that Policy. The Company may share information with processors and authorities as described there.

9. Liability

To the fullest extent permitted by law, the Company is not liable for lost profits, indirect or consequential loss, or losses caused by market movement, Client device failure, internet interruption, third-party systems, unauthorised use of credentials, or Force Majeure.

Where liability cannot be excluded, it is limited to the Account balance at the time of the event giving rise to the claim. Nothing excludes liability for fraud or for any matter that cannot be limited under Singapore law.

The platform and Quotes are provided “as is”. The Company does not warrant uninterrupted or error-free operation.

10. Complaints

A complaint should be submitted through the Account or to qxofficialsupport@gmail.com, stating the Account identifier, the time of the disputed event, and supporting details. The Company will review server records and respond within a reasonable period. Filing a complaint does not freeze market risk on open positions unless the Company agrees otherwise.

The Parties submit to the courts of Singapore, without prejudice to the Company's right to pursue the Client in any other competent forum.

11. Duration and ending the Agreement

The Agreement continues until terminated. Either party may terminate by notice through the Account or email. The Company may terminate immediately for material breach, suspected unlawful activity, or where continuing the relationship would, in its view, create legal or operational risk.

On termination the Company may close open trades at the prevailing Quote, settle the balance in accordance with the Payment Policy, and retain records as required by law.

12. Force Majeure

If Force Majeure prevents or delays performance, the affected party is not in breach for the duration of the event. The Company may suspend trading, alter expiry handling, or take other steps it considers necessary to protect the platform and clients.

13. General

If a provision is held invalid, the remaining provisions continue. Failure to enforce a right is not a waiver. Headings are for convenience only. Defined terms have the same meaning whether capitalised or not, unless the context requires otherwise.

Matters not expressly covered are handled in accordance with honest commercial practice and the annexes. This Agreement is governed by the law of Singapore.

Official details
ON SPOT GROUP LLC
Email: qxofficialsupport@gmail.com
Registered office: 10 Anson Road, #24-09 International Plaza, Singapore 079903
Governing law: Singapore