# Trezor
# Suite Terms of Use

Last updated: 1 January 2026

The following terms of use govern your access to and use of Trezor Suite specified herein.

By accessing or using Suite, you agree unconditionally to be bound by any terms and conditions set out herein. These Suite Terms of Use constitute a legally binding agreement from the moment you begin using Suite.

You also agree to comply with any applicable laws, regulations and requirements that may govern your access to and use of Suite including but not limited to those relating to cryptocurrency trading or staking.

**Please, read these Suite Terms of Use carefully before accessing and using Suite. If you do not fully agree with these Terms, you may not use Suite.**

As we are constantly improving our services including Suite, we may have to change or amend these Terms occasionally. We will always make an effort to notify you of such changes, but you should also check the Terms available on the Website regularly yourself to see when they were last updated (the date of the last update is always listed at the top).

**If you continue to use Suite after you have learned of any changes or amendments hereto, you are deemed to have accepted these amendments and changes. However, if you do not accept them, you are not entitled to use Suite and you shall stop using it immediately.**

Please, be aware that within Suite, we advertise a variety of third-party services and products related to cryptocurrencies, and we provide you with access thereto. Such products and services are provided by third parties and their provision is governed by different terms and conditions issued by their respective providers.

## 1. DEFINITIONS

1.1. "**We**" or "**Trezor Company**" means the commercial company Trezor Company s.r.o., Id. No. 024 40 032, with its registered office at Kundratka 2359/17a, Libeň, 180 00 Prague 8, Czech Republic, registered by the Municipal Court in Prague, Section C, Insert 219483.

1.2. "**You**" or "**User**" means anyone accessing and using our Suite as specified herein.

1.3. "**Suite**" or "**Trezor Suite**" means our software interface through which you can set up and access your Device and manage, receive and send your cryptocurrencies, exchange your cryptocurrencies etc. Trezor Suite is accessible as a downloadable desktop application, a mobile application and a web application.

1.4. "**Device**" or "**Trezor Device**" means any Trezor cryptocurrency hardware wallet.

1.5. "**wallet**" means a cryptocurrency wallet created within your Device upon the initialization thereof. We use an account structure to organize transactions within your wallet.

1.6. "**account**" means a collection of transactions sent to the addresses belonging to that respective account..

1.7. "**address**" means a unique alphanumeric identifier used to receive cryptocurrency payments. The addresses are organized into separate accounts and can be given a custom label.

1.8. "**fiat currency**" means a currency that has been declared by a government authority to be legal tender, but that is not backed by a physical commodity.

1.9. "**Blockchain Fee**" means a payment to the miners or validators for adding a transaction into the cryptocurrency public transaction ledger (blockchain). The size of the Blockchain Fee sent with the transaction usually determines the confirmation time as transactions with higher fee are more likely to be confirmed first.

1.10. "**Third-party services**" means any services or products that are advertised within the Suite by us and to which you have been provided access within the Suite including but not limited to cryptocurrency purchase, sale and exchange services, staking and stablecoin yield.

1.11. "**Provider**" means the providers of the Third-party services.

1.12. "**Staking**" means the lock up of certain cryptocurrencies to support network operations of the particular cryptocurrency, including transaction validation and, as a result, earn staking rewards.

1.13. "**Website**" means the https://trezor.io website and any subdomains thereof.

1.14. "**Suite Terms of Use**" or "**Terms**" means these Suite terms of use that govern your access to and use of the Trezor Suite.

1.15. Any capitalized terms used herein shall have the meaning given to them in the "Definitions" section unless explicitly stated otherwise.

1.16. The section headings in these Terms are for your convenience only and shall not govern the meaning or interpretation of any terms and clauses herein.

## 2. SUITE ACCESS

2.1. You acknowledge that you have full legal capacity and that your legal capacity has not been previously limited to an extent that could prevent you from accepting these Terms, accessing and using Suite, managing your cryptocurrency coins and using the Third-party services.

2.2. If you access and use Suite on behalf of a legal entity, you represent that it has been duly established and that it exists in accordance with the laws that govern its establishment and existence respectively, and you represent that you are authorized to act on behalf of the legal entity.

2.3. You acknowledge that the functionalities of Suite may depend on the connection of a Device. If you do not own any Device, you must obtain one before you can start using Suite.

2.4. Suite may be accessed as a downloadable software application, a downloadable mobile application or via a web browser or. To use Suite via a web browser, your Device must be connected to your computer or mobile phone with access to a compatible web browser.

2.5. You may access the Suite web version or download Suite by visiting the "App" section of our Website. The access to and use of the Website is governed by the Website Terms of Use published thereon.

2.6. You may access Suite by installing it via the respective applications store (Play Store for Android and Appstore for iOS). We may include links to the stores in the “App” section of the Website. For Android, you may choose to install applications directly from an installation file. However, we strongly advise you to always install Suite via the official store as we do not assume any liability for any damages incurred as a consequence of your installation of an outdated or corrupted version of Suite due to an installation outside the official store.

2.7. You acknowledge that we do not assume any liability for any damages caused by third-party developed software and/or hardware you use to facilitate the connection between your Device and your computer and mobile phone, or to access any data stored on your Device or to manage your wallet within your Device or for any other reason.

2.8. You acknowledge that the Suite services may be accessed only directly either through the downloadable Trezor Suite software application, the downloadable Trezor Suite mobile application or the Website in case of Suite web version. We advise you to always connect to the Suite directly and never to use any third-party intermediaries and we do not assume any liability for any damages incurred as a consequence of your failure to follow the advice.

## 3. DEVICE INITIALIZATION

3.1. Before you can start using your Device with Suite, download and install Suite and connect your device to your computer or mobile device, or connect your device to your computer, download and install Trezor Bridge and visit the "App" section of our Website for the Suite web version, to initialize your Device. Please be aware that there are other possible methods for the initialization of your Device such as the offline method with command line tools. Unless you are a very experienced computer user, we recommend following the usual initialization method described herein. If you choose to initialize your Device using any other procedure and consequently suffer any damage, we do not assume any liability.

3.2. During the initialization procedure you will be asked to download and install original firmware to your Device. Please do not disconnect your Device before the installation is complete otherwise you risk corrupting your Device.

3.3. You may subsequently create your cryptocurrency wallet to manage your cryptocurrency coins. The wallet can only be used to manage coins of supported cryptocurrencies.

3.4. It is in our sole discretion to decide whether a cryptocurrency will be supported. The current list of supported cryptocurrencies may be found on our Website. This list of supported cryptocurrencies may change from time to time; in that case we shall always update the list accordingly in advance. Before we change the list of supported cryptocurrencies, any unlisted cryptocurrencies are considered as unsupported and you may not use your Device to manage (send and/or receive) any funds in such cryptocurrencies.

3.5. If you have successfully completed the steps pursuant to the Articles 3.1. to 3.4. hereof, your Device is initialized, and you may use it with Suite service; however, we strongly recommend creating a wallet backup and setting up a PIN as described below to keep your cryptocurrency coins safe. **If you continue using the Device with Suite without further protection and back up, we shall assume no liability for any damage incurred as a consequence thereof.**

3.6. You may at any time after your Device initialization create a wallet backup – a chain of randomly selected words. Wallet backup enables you to recover the information stored on your Device. **Without a wallet backup, you may not recover**

**information stored in your Device and your wallet and your cryptocurrency coins stored in the wallet may be lost forever.**

3.7. The wallet backup is created by your Device and we never transmit it to your computer or mobile device. Suite serves only to initiate the wallet backup creation procedure. The wallet backup shall therefore never be displayed on your computer or mobile phone. **You are solely responsible for remembering the wallet backup.** You may write the wallet backup down, but you must always keep it safe from any third parties.

3.8. Anyone possessing your wallet backup may recover data stored on your Device including your wallet and dispose of your cryptocurrency coins associated with the wallet. You acknowledge that if your cryptocurrency coins are stolen, there is no possible recovery. **You are therefore solely responsible for keeping your wallet backup safe from any third parties.**

3.9. Furthermore you may at any time after your Device initialization set up a PIN to protect your Device. Please be aware that if anyone takes possession of your Device, they may freely dispose of any cryptocurrency coins associated with your wallet unless you set up a PIN. We therefore strongly recommend that you set up a PIN.

3.10. The chosen PIN shall never be transmitted to your computer or mobile phone. You are therefore solely responsible for remembering the chosen PIN and for keeping it safe from third parties.

3.11. You may change some of the settings such as the PIN, Device name etc. within the Suite interface even after the initialization procedure. The wallet backup, however, cannot be changed.

3.12. You may at any time after your Device initialization set up a custom character, word or phrase ("**passphrase**") within your Suite interface to create a new wallet. You can repeat this process multiple times to generate multiple wallets. You may then access any respective wallet within your Suite interface by filling in the respective passphrase. You acknowledge that the passphrase may be transmitted to Suite upon login.

3.13. If you forget your passphrase for any newly created wallet, that respective wallet may not be recovered, so keep the passphrase safe. **You are solely responsible for remembering your passphrase and for keeping your passphrase safe from any third parties.**

3.14. You acknowledge that any private keys associated with your wallet are generated locally on your Device (they are derived from your wallet backup and passphrase, if applicable) and are never transmitted to Suite or anywhere else outside the Device. **You are solely responsible for keeping your device safe from any third parties.**

## 4. SUITE

Suite serves mainly to access your cryptocurrency wallets within your Device and to manage your cryptocurrency coins associated with your wallets. Suite therefore will not work properly without your Device. You cannot manage your cryptocurrency coins associated with your wallet without your Device.

**Transactions**

4.1. Within the Suite you are able to view the total of the (supported) cryptocurrency coins associated with your wallet and you are able to manage them.

4.2. Therefore, you may among other things submit transactions to send cryptocurrency coins to other users of the respective cryptocurrency network.

4.3. You shall not under any circumstances attempt to send or receive any other cryptocurrency coins that are not supported by Suite within a meaning of the Article 3.4. hereof.

4.4. You shall under no circumstances attempt to send your cryptocurrency coins to a receive address created within a different cryptocurrency network. **If you attempt to do so, you may lose your cryptocurrency coins without any possibility of recovery.**

4.5. The transactions shall be processed pursuant to the submitted instructions. You hereby acknowledge that we do not carry out the transactions ourselves; the transaction must be verified by the respective cryptocurrency network and the speed of the transaction depends solely on the processes within the respective cryptocurrency network as described below in these Terms.

4.6. You are solely responsible for ensuring that all the submitted transaction information is correct. You shall always verify all the transaction information before you submit it.

4.7. We do not assume, under any circumstances, any liability for any obligations of the third party receiving the transaction. We are not in any way a part of such a legal relationship and any subsequent claims and disputes shall always be settled solely between you and the respective third party.

4.8. When submitting a transaction, Suite shall calculate for your information an approximate amount of *fiat* currency equal to the amount of cryptocurrency you endeavor to send. This calculation is only for your

information and it is based on the exchange rates provided by a third-party provider. Information about the third-party provider may be found on our Website. The exchange rate is updated approximately every five (5) minutes, so it may not be completely accurate at all times.

4.9. You may provide third parties with your address generated by the wallet within the respective cryptocurrency network to receive cryptocurrency coins. You shall under no circumstances attempt to receive cryptocurrency coins sent to your address created within a different cryptocurrency network. **If you attempt to do so, you may lose your cryptocurrency coins without any possibility of recovery.**

4.10. If you attempt to carry out a forbidden transaction pursuant to the Article 4.3. and/or Article 4.9. hereof, you hereby agree to waive any and all rights to the affected cryptocurrency coins and agree you shall have no access, entitlement or claim to such cryptocurrency coins.

4.11. If you have any reason to suspect or you know that you have received cryptocurrency coins from a third party to any of your addresses in error, you are obliged to notify our support center and you must handle such cryptocurrency coins only in accordance with our instructions. You are not entitled and you do not have any claim to such cryptocurrency coins.

**Transaction processing**

4.12. You acknowledge that submitted transactions must always be confirmed by the respective cryptocurrency network and recorded in its public transaction ledger. We are therefore not responsible for processing the transaction and cannot control it in any way. In particular, we cannot cancel, reverse, recover or otherwise control a transaction once it has been submitted to the network. We may only facilitate a submission of your transaction to the respective cryptocurrency network and check whether the transaction has been confirmed by the network.

4.13. Once submitted the transaction shall be listed as pending before it is sufficiently confirmed in the cryptocurrency network. Until it is confirmed, the transaction may or may not be completed; therefore the sent cryptocurrency coins shall not be available to the sender to use in other transactions unless the transaction is rejected by the network and it shall also not be available to the receiver unless the transaction is confirmed by the network.

4.14. You acknowledge that the cryptocurrency networks are decentralized and are operated by an undisclosed number of independent third parties always working on finding a consensus on the transaction confirmation or rejection.

4.15. You acknowledge therefore that if the transaction is delayed or not completed at all, there might not be a real recourse possibility for you to claim your lost cryptocurrency coins or incurred damage recovery as any possible errors and mistakes might not be easily accountable to any individual party.

**Transaction fees**

4.16. When you submit cryptocurrency transaction information you may choose the size of the Blockchain Fee (in respective cryptocurrency units) to be sent with the transaction. You acknowledge that the size of the Blockchain Fee might determine the time of the transaction confirmation. If you send a transaction with low or no Blockchain Fee, the transaction might never be confirmed.

4.17. For your convenience we pre-calculate four possible Blockchain Fee sizes (low, economy, normal and high). The pre-calculated Blockchain Fee sizes are not binding to you and you may set any other custom Blockchain Fee. **The pre-calculated Blockchain Fee sizes are based on our experience; however, we do not and may not under any circumstances guarantee that any of the pre-selected Blockchain Fees will be sufficient to ensure transaction confirmation.**

4.18. For some of the supported cryptocurrency coins, we may provide you with a method that allows you to replace one version of an unconfirmed transaction with a different version of the transaction that pays a higher Blockchain Fee in order to increase the probability of transaction confirmation (“**Replace-by-fee**” or “**RBF**”). The RBF function must be turned on when submitting the original transaction, otherwise you may not be able to use it.

## 5. THIRD-PARTY SERVICES

5.1. In the Suite interface you may use different Third-party services which we may advertise to you and provide you access to, based on your stated location and such Third-party services availability.

5.2. You acknowledge that all Third-party services are facilitated by their respective Provider and we solely advertise and provide you access to the Third-party services. We never provide Third-party services directly to you and we are not in any way party to any legal relationship between you and the respective Provider. We also do not serve as an agent or intermediary of the respective Provider. Therefore, we are not responsible for the provision of Third-party services in any way.

5.3. Any transmission of data (including personal data) relating to the provision of Third-party services is conducted by the Provider and we assume no liability neither for any failure thereof, nor for any errors in transmitted data.

5.4. You acknowledge that in order to receive the Third-party services you may be asked to leave the Suite and you might also need to open an account and to go through an identification procedure to confirm your identity. We assume no liability for the contents of the website or for the (lack of) identification procedures.

5.5. The provision of Third-party services is governed by the terms and conditions of the respective Provider. We will always provide you with the contact information of the Provider where you can request additional information on the Provider's terms and conditions.

5.6. For Third-party services, you will be charged a fee by the respective Provider. The amount of the fee will always be shown to you prior to you confirming any transactions. For more information, see the respective Provider's terms and information. You will also be charged the Blockchain Fee for any blockchain transactions related to the Third-party services. Trezor Company will not charge you any fees for the use of the Third-party services.

5.7. You acknowledge that you are using the Third-party services at your own risk. We assume no liability for the availability of the Third-party services nor for any errors or discrepancies within the Third-party services. Any claims that might arise in connection with the Third-party services must be settled between you and the respective Provider.

5.8. For Third-party services of buy, sell or exchange, you acknowledge that the rates quoted in the Suite are set directly by the respective Providers. You acknowledge that we do not assume any liability for a failure of the Provider to uphold the quoted rate, for any changes to the quoted rate and for any failure to facilitate the purchase, sale and exchange using the quoted rate. Before submitting any transaction, we advise you to ensure that the amount of cryptocurrency to be purchased, sold or exchanged is correct and that you agree to the quoted rate.

5.9. For Third-party service of Staking, you acknowledge that when your cryptocurrency is locked up for Staking, your coins may not be available for you to perform a regular Transaction as described in Article 4 of these Terms.

## 6. OTHER SERVICES

6.1. There may be other services accessible via Suite interface. You acknowledge that the access to and use of such services is governed by a set of special terms and conditions available upon accessing any respective service. The special terms and conditions are also available on our Website in the "Terms of Use" section.

6.2. Your access and use of any services not expressly listed in these Terms shall be governed by these Terms and Website Terms of Use unless stated otherwise in the special terms and conditions.

## 7. AVAILABILITY

7.1. You acknowledge that certain features of Suite and especially the access to Third-party services may not be available at all times or in all jurisdictions. Currently available features will always be specified within Suite.

7.2. We seek to provide continuous uninterrupted Suite operation, so you can access and use it at any time. However, you acknowledge that due to maintenance, repairs or exceptional outages we cannot guarantee uninterrupted (100 %) Suite availability.

7.3. In the event that Suite is unavailable due a planned temporary maintenance shutdown, we shall make an effort to inform you thereof in advance. However, under no circumstances, irrespective whether you have been notified in advance or not, are we liable for any damage incurred by you as a consequence of Suite unavailability.

7.4. Without prejudice to the above we are not obliged to maintain Suite availability and operation, if temporarily or permanently prevented by vis maior - an event or circumstance that is extraordinary, unforeseeable and unpreventable by usual means and with proper care, and that occurred independently of our will; such vis maior event is, among other things, a serious hacking attack.

## 8. WARRANTIES AND LIABILITY

### Warranties and Limitation of Liability

8.1. Suite is offered on "as is" and "where-available" basis and therefore we expressly disclaim any warranties, express or implied, relating to the Suite including but not limited to merchantability and suitability for any particular purpose.

8.2. We shall not under any circumstances be held liable to you for any direct, indirect, special, incidental,

consequential, punitive or any other damages and costs including but not limited to loss of profit, revenue, savings, anticipated savings, business opportunity, data or goodwill regardless of whether such losses are foreseeable or not, arising out of or in connection with your access and use or inability to access and use of Suite.

8.3. Without prejudice to the liability limitation set out above, our collective liability to you, arising out of or in connection with your access and use or inability to access and use of Suite, shall not exceed in aggregate the fees you have paid us for using our Suite services.

8.4. Pursuant to certain laws it may not be possible to disclaim our liability and warranties completely. In such cases we hereby disclaim our liability and warranties to the fullest extent permissible by such law. You acknowledge that if you are a consumer some of the liability and warranty limitations may not apply to you depending on your country of residence.

**Indemnity**

8.5. You agree to indemnify and hold harmless Trezor Company, its officers and directors, employees and agents, members and its affiliates against any loss, liability, claim, damage and expense including but not limited to any and all expenses reasonably incurred in defending against any litigation commenced or threatened or any claim arising out of or in connection with these Terms.

**Financial Risk**

8.6. Under no circumstances shall any information within Suite and/or Website or provided to you by us constitute financial, investment or professional advice, unless explicitly stated so.

8.7. You are solely responsible for your decisions regarding storing, buying, selling, exchanging, sending and receiving cryptocurrency coins and you shall always consider your financial circumstances and associated risks before obtaining coins of any cryptocurrency.

8.8. You represent that you understand all the risks involved in purchasing, selling and exchanging cryptocurrency coins. You represent in particular that you understand that the value of cryptocurrency coins may be extremely volatile and that its exchange rate in respect to other cryptocurrencies or to fiat currencies may fluctuate significantly, which could lead to significant and sudden decreases in the value of your cryptocurrency assets.

8.9. You consider that not all the associated risks of using cryptocurrencies are identified in these Terms.

8.10. You hereby acknowledge that you are solely responsible for obtaining the necessary information about tax or similar obligations arising in relation to any submitted transactions and for withholding, collecting, reporting and remitting the correct amounts of tax to the appropriate tax authorities. **We are not responsible either for obtaining the above-mentioned information or for the fulfillment of such tax (or similar) obligations.**

**Lawful Conduct**

8.11. You must not use Suite to violate any applicable laws or regulations and you must specifically not undertake, facilitate or support criminal activities including money laundering, illegal gambling, malicious hacking or any other criminal activities.

8.12. You must not abuse Suite by imposing unreasonable or large loads of tasks, attempting to gain unauthorized access to parts of Suite that are not publicly available, or uploading any materials containing viruses or any other harmful programs.

8.13. You must not endeavor to abuse any respective cryptocurrency network including but not limited to sending the cryptocurrency coins to multiple addresses at once (double spending).

**Personal Data**

8.14. The collection of your personal data in connection to Suite access and use shall be as limited as possible. Any collection, storage and handling of your personal data shall be governed by a separate set of terms on handling the personal data of Users (Privacy Policy), which shall be published on the Website.

**Early Access Program**

8.15. We may make available to you our Early Access Program services, under which you may use new features before they are available in the regular Suite. **Please note that as the Early Access Program represents a testing environment, some features of the Early Access Program may contain errors or bugs, may not be available from time to time and may not work as intended.**

8.16. By enabling the Early Access Program, you agree that we might be collecting anonymized usage data, especially error logs, for development purposes. You also agree that we may change or terminate the Early Access Program services at any time without any prior notification.

**8.17. If you decide to use the Early Access Program, you do so on your own risk and you understand**

**that we shall not under any circumstances be held liable to you for any direct, indirect, special, consequential, punitive or any other damages and costs including but not limited to loss of profit, loss of revenue, loss of business opportunity arising out of or in connection with your access and use or inability to access and use of Early Access Program services.**

8.18. You understand that the Early Access Program is not a finalized product and there might be errors and bugs.

## 9. COMMUNICATION

9.1. You agree that any communication relating to your access to and use of Suite will be addressed to you electronically via notifications available upon accessing Suite or via email (if provided by you in the Suite interface). You agree to visit Suite and update your email address regularly to receive any communication we have addressed to you.

9.2. If you provide us with an email address that is incorrect or inaccessible to you we shall assume no liability for your failure to receive any communications addressed to you via such email address.

9.3. You can contact us electronically via the tools available on our Website or via the email address info@trezor.io. Any electronic communication is considered as delivered when we confirm its delivery to you.

## 10. LAW AND JURISDICTION

10.1. You agree that the laws of the Czech Republic, without regard to principles of conflict of laws, will govern these Suite Terms of Use and any dispute of any sort that might arise between you and Trezor Company in connection therewith. This choice of law clause does not deprive the consumer of their rights under mandatory provisions of the law of their country of habitual residence in the event that such law would otherwise be applicable pursuant to the Article 6 (1) Regulation (EC) No 593/2008 of the European Parliament and of the Council of 17 June 2008 on the law applicable to contractual obligations (Rome I).

10.2. Any dispute relating in any way to these Terms shall be decided with final effect before the courts of the Czech Republic, in particular before the District Court for Prague 8 and (in the event that the regional court decides as a first instance court) before the Municipal Court in Prague. Should you have violated or threatened to violate Trezor Company intellectual property rights in any manner, Trezor Company may seek injunctive or other appropriate relief in any court of our choice. You consent to exclusive jurisdiction and venue in such courts.

10.3. You agree to notify us of any disputes arising out of or in connection with these Terms without undue delay. You furthermore undertake to attempt out-of-court resolution of any disputes before you bring your claims to the above-mentioned courts.