

REFUND POLICY

1. This refund policy is in addition to a customer's rights as a consumer under the applicable consumer protection laws and regulations.
2. All monies deposited by customers are held in the customers player account.
3. A customer may request a withdrawal at any time for the part or total amount held in the customers individual players account.
4. In the event there is a dispute as to an amount deposited or any dispute in general relating to the customer's deposits the customer is entitled to request a refund.
5. To request a refund the customer is to contact the Customer Support team and outline the issue and the amount of refund requested.
6. Should the request be approved then within 48 hours a refund will be issued, the total amount of the refund will be limited to the lesser of the customers deposit or the balance of the customer's account (less any fees to a maximum of 3%).
7. All refunds will be issued via the same method that the deposits were made.
8. In the event the request is not approved the customer will be notified as to the reasons why their request was declined.
9. If the customer is still dissatisfied then they should email the Customer Support team and a manager will contact them directly to resolve the issue.
10. If the issue still cannot be resolved then the customer should refer to our Dispute Resolution Policy.

Last updated on: 6 May 2015