



PLAYER COMPLAINTS POLICY

*Trickless N.V. (the “**Company**”)*

Effective Date: [15/05/2025]

Player Complaints Policy Trickless N.V.

Effective Date: [Insert Date] At **Trickless N.V.**, we are committed to providing a fair and transparent gaming experience. If you have concerns regarding your gameplay, transactions, or account, we have a structured complaint resolution process to assist you.

1. Filing a Complaint

Players can submit complaints via our **Customer Support Team** at info@trickless.io

Your complaint must include:

- Full name & registered account details
- A clear description of the issue
- Relevant transaction IDs or reference numbers
- Any supporting documentation

2. Review & Response

Once submitted:

- We will **acknowledge** your complaint within **24 hours**.
- Our **Compliance Team** will review the matter and may request additional information.
- We aim to provide a resolution within **7 business days**.

3. Resolution & Outcomes

Depending on the nature of the complaint, possible resolutions may include:

- Account adjustments or refunds (if applicable)
- Clarifications on game rules or operator terms
- Recommendations for future prevention

4. Escalation Process

If you are unsatisfied with our final response, you may escalate your complaint to:

- **Curaçao eGaming** (our licensing authority)
- **Alternative Dispute Resolution (ADR) services**

5. Confidentiality & Compliance

We treat all complaints with confidentiality and ensure compliance with **Curaçao gaming regulations**. Trickless N.V. reserves the right to modify this policy as needed to align with regulatory updates.