

Player Complaints Policy

This Policy contains provisions applicable to the Website of the company JarvisDelivery B.V., acting under the laws of Curaçao (hereinafter referred to as the "the Company" or "We"). We are committed to providing a fair and transparent complaint resolution process. This policy outlines how players can submit complaints, their rights to escalate issues, and the steps we take to resolve any disputes.

1. Customer Service and Contact Information

If you need assistance or wish to submit a complaint, please feel free to contact our Customer Service Team using the following contact details:

1.1. Email: support@slotscity.com

1.2. Phone: +14378861502

1.3. Contact Form: Visit our <https://slotscity.com/general-information/support> page to submit your inquiry or complaint directly.

2. Information Required to Submit a Complaint

2.1. To help us process your complaint quickly and efficiently, please include the following details when submitting your complaint:

Full name, address, and place of residence;

Account number (if applicable);

Date of the complaint;

Description and Date of the issue or dispute (please be as detailed as possible);

Any supporting documentation (e.g., screenshots, emails, transaction records).

2.2. You can submit your complaint using one of the following methods:

Online form: visit Complaint Submission Form (available only to registered users) on our Website.

Downloadable document: download our complaint form in Word format or PDF format and email it to support@slotscity.com

3. Timelines for Responses and Resolution

3.1. Responsible Gaming Complaints

3.1.1. You may lodge a complaint free of charge at any time up to six months after the settlement of the bet or the incident about which they are making a complaint.

3.1.2. Upon receiving your complaint, we will acknowledge it within 2 days.

3.1.3. We will assess and respond to your complaint within 5 business days. If more time is needed for us to make a reasonable and informed decision, you will be informed of the delay, which cannot exceed two weeks.

3.1.4. However, if a delay is due to a lack of or a slow response from you, the resolution period may be extended by no more than a further two weeks.

3.2. All Other Complaint Types

3.2.1. Upon receiving your complaint, we will acknowledge it within 7 days.

3.2.2. We will assess and respond to your complaint within 4 weeks. If additional information is needed or the case is complex, this timeframe may be extended by up to 4 additional weeks, with prior notification.

3.2.3. You will receive a final response detailing the outcome, and we aim to resolve complaints as quickly as possible, ensuring transparency and fairness.

4. Player Rights to Complaint and ADR Services

4.1. As a player, you have the right to lodge a complaint regarding any issue you experience with our services. This includes (but is not limited to) disputes related to game fairness, account issues, withdrawals, bonuses, and responsible gaming concerns.

4.2. If you are not satisfied with how your complaint has been handled or if the matter is unresolved, you have the right to escalate the issue to an independent Alternative Dispute Resolution (ADR) provider, free of charge.

4.3. The contact details of our Alternative Dispute Resolution (ADR) provider are the following:

xxxxxxxxx

4.4. If you believe that we have violated regulatory requirements or breached our license conditions, you may escalate the issue to the Curacao Gaming Authority (CGA) via their online form, available on their website.

5. Consequences of ADR Decisions

5.1. Once the ADR process has been completed, you will receive a binding decision. The outcome of the ADR process may:

Uphold the operator's decision, in which case you will be informed of the reasons.

Overturn the operator's decision, potentially leading to a refund, resolution, or other remedial actions.

5.2. The decision made by the ADR entity will be binding within the scope of the dispute. However, if either party is unsatisfied with the ADR ruling, they may pursue further legal or judicial recourse as permitted by law, though the ADR process typically concludes the matter in terms of the operator's responsibilities.

5.3. Once the ADR process is completed it cannot be recommenced by either parties with another different ADR entity.

5.4. In the event you drop out of the ADR process (but it has already begun), you will not have the right to resurface the dispute in the future.

5.5. If you wish to escalate your complaint, we will provide you with details for the ADR provider(s) and assist in the process.

6. Curaçao Gaming Authority (CGA) Oversight

6.1. The Curaçao Gaming Authority (CGA) does not resolve or make decisions on complaints related to gambling transactions. As such, we are responsible for addressing and resolving any gambling-related disputes within the scope of the complaint procedure outlined above.

6.2. If you believe that we have breached regulatory requirements or violated the terms of the license, you may contact the Curaçao Gaming Authority (CGA) directly. You can submit a complaint to the CGA using their Online Complaint Form, available on the official CGA website.

6.3. It is important to note that the CGA will not mediate individual disputes, but they may use the submitted information to assist in their supervisory activities to ensure we comply with the regulations set forth under Curaçao gaming laws.

6.4. For more information or to submit a complaint, please visit the CGA's official website at

www.gamingcontrolCuraçao.org

7. Terms and Conditions

7.1. The Player Complaint Policy is an integral part of our Terms and Conditions, which are available on our Website. By using our services, you agree to adhere to the procedures outlined herein.

7.2. For detailed information on how complaints are handled, please refer to our Terms and Conditions <https://slotscity.com/general-information/rules>.

The Policy is signed on this day July 24, 2025

A handwritten signature in blue ink, appearing to read 'A. Zaitsev', is written above a horizontal line.

Oleksandr Zaitsev, CO of JarvisDelivery B.V.