

Players Complaints Policy

Dispute Resolution

At Cosmoswin.com, we aim to provide a safe and fair gaming environment. If you ever feel that an issue has arisen – whether it's about a payout, the outcome of a bet, your account, or any other matter – please contact us so we can resolve it quickly.

How to submit a complaint

Complaints must be made by the registered account holder.

You can submit your complaint via email at complaints@betfinal.com or by using our online Complaint Submission Form, available in the Help section of our website.

Please submit your complaint within 6 months of the event or bet settlement. Including any relevant documents, screenshots, or evidence will help us resolve it faster.

What happens next

We will confirm receipt of your complaint within 7 days.

We will explain how your complaint will be handled and the expected timeframe.

We aim to resolve all complaints within 4 weeks. If the matter is complex and requires more time, we may extend this once by an additional 4 weeks, and we will always inform you in writing.

If you are not satisfied with our response

If you are unhappy with our final decision or your complaint remains unresolved, you can escalate it to an independent Alternative Dispute Resolution (ADR) provider such as Cadre Online at no cost to you.

ADR Provider: Cadre Online (CGA Certified)

Website: www.cadre-online.com

Cadre Online's decision is final, and the same case cannot be re-opened with another ADR provider after a decision.

The role of the Curaçao Gaming Authority (CGA)

The Curaçao Gaming Authority (CGA) does not mediate individual disputes. However, if you believe Betfinal.com has breached its licence conditions or engaged in malpractice, you may contact the CGA directly.

We are committed to resolving all complaints fairly, transparently, and as quickly as possible.