

Complaints and ADR

1. If you have any complaint or query regarding the operation of our Website or the Services, you have the right to lodge a complaint directly with us as the operator. Making a complaint can be done either in English or in any available Website interface language. You are permitted to submit a complaint only if you are registered on our Website.
2. Before submitting a formal complaint, you may first contact our customer support team via email and/or live chat. We will make every reasonable effort to resolve your issue promptly and informally through these channels.
3. A complaint shall be submitted within 6 months from the date of playing the game or within 6 months after the end of the event on which the bet was made.
4. You may submit a complaint regarding in-running (live) sports betting within 6 months of the relevant event. However, because in-running betting relies on rapidly changing data, some information necessary to investigate your complaint may only be available for a short period. You are therefore encouraged to raise any concerns as soon as possible. We may not be able to fully investigate complaints submitted after the relevant data is no longer available, and we cannot be reasonably expected to retain such data beyond standard retention periods.
5. A complaint shall be submitted by any means available on the Website at the time of the request by using and completing the form available via the link in DOCX or PDF format and sending it by e-mail or by completing and submitting online-form. The complaint should include the following information:
 - Player's name, address and country of residence;
 - Account ID;
 - Date of filing the complaint;
 - Date of disputed event;
 - Sub-category of complaint (select one of the categories) – Deposit issues; Withdrawal issues; Bonus terms and conditions; Account closures or restrictions; Alleged errors or unfairness in game outcomes; Responsible gaming issues; Treatment of player balances; KYC and Verification; Data Protection; Technical or Software issues; AML concerns; Issues with minors; Fraudulent games; Fraudulent practices; Licence or regulation; Unfair terms and conditions; Other;
 - Description of the subject matter of the complaint;
 - Documents confirming the issue raised within the complaint.
6. Should you fail to meet the requirements specified in sections 2 through 5 of this Policy, we retain the discretion to reject your complaint from being reviewed.

7. Once you have submitted your complaint, we will ensure that we send you an acknowledgement of receipt of your complaint by email or other communication channel of your choice within 7 days and provide you with information about the complaints process and timelines. In cases involving Responsible Gambling complaints, we send an acknowledgement within 2 days due to the sensitive nature of such matters.

8. Responsible Gaming complaints are prioritised. For such complaints we will provide you with a response within 5 working days. If necessary, we have the right to extend the complaint resolution period up to a maximum of 2 weeks by informing you in advance. If the delay in complaint resolution is caused by your slow or missing response, we may extend the resolution period by up to 2 additional weeks.

9. The response time for all other complaints is 4 weeks. If necessary, we have the right to extend the response time by an additional 4 weeks by letting you know in advance.

10. In the event that you fail to provide us with documents or information necessary for a full review of the grievance and its resolution, we have the right to request such documents or information. If the necessary documents or information are not provided by the Client at the Company's request within the timeframe of the complaint resolution process, the Company reserves the right to discontinue the resolution of the complaint.

11. Within the timeframes set out above, the issue described in the complaint will be resolved and the Company will respond in writing by e-mail or other channel chosen by the Client. You will also receive notification from us.

12. If you are not satisfied with the resolution of a complaint provided by us, you have the right to appeal against the decision or other actions we have taken to an independent Alternative Dispute Resolution (ADR). The ADR institute will set the procedure for handling such cases.

Contact details of ADR institute:

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13. If you decide to withdraw from the ADR process after it has already begun, please note that you will not be able to reopen the same dispute at a later date.

14. Once the ADR process has been completed, it cannot be reopened or recommenced by either you or us with a different ADR provider.

15. In accordance with applicable legislation we may set reasonable parameters to prevent abuse of the ADR process including, without limitation, setting conditions around the binding nature of outcomes, or establishing a minimum claim value for escalation. These measures are implemented thoughtfully and in accordance with applicable civil law, with independent legal advice where necessary. The reasonableness of these conditions will be assessed on a case-by-case basis. For example, while we may place limits on very low-value claims to prevent misuse, we take all complaints seriously. If your complaint involves a sensitive matter, such as a failure

to properly enforce self-exclusion, it will be treated with priority and care, regardless of the amount of money involved.

16. We would like to draw your attention that the licensing authority does not deal with user complaints and does not resolve them. However, you have the right to inform the authority through its official website about including, without limitation, malpractice or whistleblowing.

17. In accordance with the applicable legislation you are not permitted to sell, donate, rent, lease, pawn, pledge, or otherwise transfer any of your claims against us under any title.

18. The Client agrees that the record of a dispute to be stored on the server may be used as proof for consideration of the complaint. Any prohibited language, any types of offenses and false data are prohibited for use in the text of the letter.

19. In case you still have any questions, you can write your question to our support team or by E-mail - support@up-x.io.



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