

Terms of use

1. Introduction

The. When using the Pixcartela website or any of its subdomains or applications, the user agrees to comply with all the general conditions mentioned in this document and in the Responsible Gaming, Legislation, Security and Privacy sections and regulations of each particular promotion.

B. Pixcartela may make changes to the rules at any time and without prior notice, as it deems appropriate. We suggest frequently reviewing the regulations for your own knowledge and updating.

w. The user authorizes Pixcartela to provide their data to duly authorized commercial partners, so that they can provide their services. Commercial partners must accept our privacy policy through contractual commitment.

d. The data provided to the Pixcartela website will be registered in our database, and can be updated at any time, including after closing the account.

It is. References to “user” or “client” refer to anyone who uses the Pixcartela website, its subdomains or applications.

f. Pixcartela.com is operated by Azung BV. Azung BV is a member of the CIGA Curaçao Internet Gaming Association, which sets the requirements for the Gambling License. The Gambling License number is: 8048/JAZ.

2. Registration/ Your Obligations/ User Obligations

The. The use of the Pixcartela website is only permitted for those over 18 years of age, and is expressly prohibited for those under 18 years of age.

B. Pixcartela may require the user to provide identity documents or proof of residence to confirm their age of majority.

w. All information provided by the user when registering must be accurate, complete and valid. Otherwise, Pixcartela may choose to request documents again, block or cancel the account, whatever it deems appropriate.

d. Pixcartela reserves the right to modify the login or username chosen by the user if it considers it inappropriate.

It is. It is at Pixcartela's discretion to block or not pay any type of prizes or bonuses if the user is under 18 or if another player places bets on behalf of a player under 18.

f. It is an essential requirement that users respect the jurisdictions of their place of residence.

Pixcartela does not accept players residing in: United States, South Africa, Albania, Germany, Argentina, Armenia, Azerbaijan, Belgium, Belarus, Bosnia and Herzegovina, Bulgaria, Kazakhstan, North Korea, Costa

Ivory, Croatia, Cuba, Denmark, Slovakia, Slovenia, Estonia, France, Georgia, Hungary, India, Iran, Iraq, Israel, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Kyrgyzstan, United Kingdom, Czech Republic, Romania, Russia, Serbia, Sudan, Tajikistan, Turkmenistan, Turkey, Ukraine, Uruguay and Uzbekistan, by legal provision of the mentioned countries.

g. Each user is responsible for their login, password and use of their **account**. Pixcartela does not have a list of usernames and passwords.

H. If a user loses, forgets or for some other reason is unable to access the system, Pixcartela will not be responsible, but may, however, suggest that the customer recover your password.

i. If a user shares their access data with other people, the account owner will be responsible for their actions and consequences. Pixcartela is not responsible for possible damages.

3. User considerations

The. Each customer can open only one account. Pixcartela does not allow the registration of more than one account per player.

B. To maintain the security, reliability and transparency of the site, Pixcartela reserves the right to question and reject multiple registrations from the same player, whether or not they originate from the same address, IP or computer.

w. If there is a suspicion that a user has multiple records, Pixcartela may request that a copy of the documents be sent to verify the information in the records in question. Pixcartela will determine which documents will be requested, depending on the user's country of residence information.

d. During the registration information verification process, the analyzed accounts may be blocked, as well as the site's benefits (among others: payment method bonuses and promotions, early release, etc.).

It is. To maintain the security of our users and avoid fraudulent conduct, Pixcartela may ask the user for copies of identity documents, proof of residence, payment proof or credit card at any time.

f. By participating in promotions that request images or videos, the customer authorizes Pixcartela to reproduce the Images, combined or incorporated into any other type of intellectual creation or publication (documentaries, presentations, promotional or corporate videos, social networks, etc.) with the purpose of illustrating or promoting Pixcartela's past, current or future activities and projects. This authorization is granted worldwide, during the entire period of protection of the right to one's own image.

4. Account closure

The. Pixcartela reserves the right to close any account it considers suspicious, without prior notice. Abusive, fraudulent or harassing conduct also leads to the termination of the user account.

B. If the user wishes to close their account of their own free will, they must send an email to contato@pixcartela.com, informing the reason and details of the account to be closed: full name, address and telephone number.

w. Pixcartela strictly respects the responsible gaming policy. If insane behavior is detected that is not compatible with this policy, the account may be canceled or preventive measures taken.

d. The user accepts that, even after closing their account, the information shared with Pixcartela will remain in its database.

5. Account Cancellation

The. The account can be canceled for 30 days for reasons inherent to Pixcartela, and the user can reestablish their account whenever it suits them, during this period.

B. If canceled due to addiction to the game, the block will be for 30 days, with only one request for account reestablishment during the period.

w. Once again asking for the account to be cancelled, the 30-day blocking period must be respected by the user. During the aforementioned 30-day period, the account will remain blocked.

d. After the suspension period has passed, the account will once again be available to the user, if requested by the user, by contacting contato@pixcartela.com.

6. Free bonuses for visiting the site (bonuses, cards, freeplay, freebet and miles)

The. Benefits from promotions that do not require a deposit can only be received once per user, per promotion.

B. The objective of these promotions is for new users to discover the site and try out the games. The credits corresponding to these bonuses cannot be withdrawn.

w. The benefits of visiting the site are credited to just one area. It is not possible to divide or change the area.

d. Once the first deposit is made, the user loses any balance that has been generated in their account due to bonuses for visiting the site.

It is. To receive the benefits of visiting the site, it is essential to have the minimum required data complete and valid in the registration information.

f. Bonuses must be requested during the validity period according to the promotion conditions. Bonuses corresponding to expired promotions or promotions from previous periods will not be credited.

g. Bonuses for visiting the site do not count as deposits.

H. To withdraw winnings from the Bonus, Freeplay, Cards or Freebet, the user must complete the rollover and have at least one deposit in the previous 30 days in the same area. If a withdrawal is requested, it will not be authorized and the balance will not be returned to the account.

7. Bonuses and promotional Miles with deposit

The. Bonuses are calculated according to the active promotion in the deposit area at the time of release.

B. Bonuses will always be credited to the user's balance in the area of the site where the deposit was made. It is not permitted to divide the bonus balance into more than one area.

w. Deposit bonuses and miles must be requested when the deposit is released, before starting to use the credits. Once the user starts playing the deposited balance, they lose the right to receive the corresponding bonus.

d. Once the bonus has been used, it will not be possible to modify or withdraw it.

It is. Only bonuses that have been automatically released and the user explicitly states that they do not want it may be removed.

f. For each promotion, a minimum deposit amount will be established to participate and obtain the benefits. This amount will be specified in the rules of each promotion, and if not specified it will always be considered the minimum deposit amount of R\$50.

g. Bonus credits are for wagering only. The user will not be able to redeem the bonus balance. Promotional bonuses have specific rollover rules. It is essential to comply with them in order to make any withdrawal.

H. If the rollover conditions are not specified in the rules in a promotion, the rollover will be x10.

i. Promotions are not cumulative. If the user is eligible for more than one promotion, they must choose only one when receiving their bonus.

j. Machines that accept bonuses may vary without prior notice.

k. All bonuses are limited to one offer per person, family, address, email, shared computer or IP. We reserve the right to withdraw or suspend any bonus, cards, freeplay, freebets or winnings obtained from any user.

8. Financial Policy

The. Pixcartela reserves the right to change its financial policies at any time and without prior notice.

B. Transfers between areas or between players are not permitted on the site.

w. Pixcartela uses financial intermediaries to carry out transactions with the required security, accounts for carrying out transactions can be changed.

d. If deposits are made to accounts that are not active on the website, after two weeks of modification, it will not be possible to identify them. Pixcartela will not be responsible for identifying these deposits.

9. Deposits

The. The minimum deposit amount on the website is R\$20 or equivalent in the account currency for bank transfer.

B. When making a deposit, the supporting documents that Pixcartela requests must be presented, so that said transaction can be identified.

w. Pixcartela uses financial intermediaries to carry out transactions with the required security. Each payment processor establishes its deadlines and rules

for operations. Pixcartela is not responsible for these deadlines and rules nor for any delay that may be generated during this process.

d. Pixcartela may release deposits in advance to some payment processors, following the procedure established by the service provider. At any time during the analysis and validation process, Pixcartela may ask the user for copies of identity documents, proof of residence, proof of payment or credit card.

It is. Early deposit release has an individual limit value, calculated by the system based on the flow of deposits and the user's financial and behavioral history.

f. The release limit value cannot be modified manually. If you wish to increase this limit, the user must send an email with the request to contato@pixcartela.com. **g.** Pixcartela is not responsible for the decisions of payment processors. The provider may not enable the service for some users if it so wishes, and Pixcartela will not be able to intervene in these decisions.

H. If a user has outstanding payments, any income generated - whatever its origin or destination - after debt consolidation will be counted towards paying off the oldest pending payment.

i. Deposits identified or suspected of any type of fraud will not be accepted, or will even be reversed. All winnings from this type of procedure will be canceled unconditionally, and the user's account may be subject to restrictions and even cancellation.

j. Players with bank transfers released in trust (upon sending proof) that are not confirmed at the bank at the same time of deposit and bank slips released in trust (upon sending proof) that are not cleared in the first 24 business hours (according to method payment), will have the balance withdrawn from the account. All deposits are subject to a rollover of at least once the amount deposited.

10. Rescues

The. To carry out any redemption, Pixcartela may require the sending of a legible copy of personal documents. The documents required will depend on the user's country of residence and will be: an identity document, proof of residence in their name, and a selfie photo with the document. In the case of Brazil, the document may be: RG, CPF or CNH.

B. It is necessary to check that all data provided (document numbers and bank account information) is complete and correct, to avoid delays in paying ransoms. The company is not responsible for delays in paying a ransom if this is linked to missing or errors in the user's personal or banking information.

w. To request a **withdrawal**, the user must have at least R\$50.00 deposited on the website in the last 30 days in the area in which the withdrawal was requested. **In addition to the conditions mentioned, for redemptions using methods other than 'bank transfer', the user must have a confirmed deposit using the same method within the last 30 days of the redemption date, for permission.**

d. The amount deposited must have been wagered at least once. If the user does not comply with this rule, a 30% fine will be applied to the value not yet staked of all requested redemptions. This amount will be retained due to processing costs.

It is. Pixcartela uses financial intermediaries to carry out transactions with the required security. Each payment processor establishes its deadlines and rules for operations. Pixcartela is not responsible for these deadlines and rules nor for any delay that may be generated during this process.

f. The form and procedure of a redemption is determined by Pixcartela. Payment will be made by bank transfer exclusively through one of the authorized banks with which the site works, and which is authorized for the user's place of residence.

g. Redemptions will not be paid into third-party accounts. Redemptions will be confirmed and paid exclusively to the registered account holder.

H. Redemptions eligible to be paid by bank transfer will have a maximum period of 4 business days, when the amount requested is up to R\$5000. If it is greater than R\$5000, the maximum period is 10 business days. This deadline may be changed if the redemption must be analyzed by the game provider. The period of 4 working days is counted from the approval of the documents received and after any analysis required by Pixcartela together with its suppliers.

i. Pixcartela uses verification software to analyze each user account with each redemption request. If any fraudulent behavior or credits arising from system errors are detected, the account will be blocked and the redemption will not be carried out. Pixcartela reserves the right to determine the measures it deems necessary to prevent behavior of this type.

j. The user agrees that they will request redemptions from their account only if all their deposits have been correctly validated by Pixcartela.

k. Any redemption may be canceled if there is any outstanding (unconsolidated) deposit in the account. Any redemption may be canceled if it is less than or equal to 100, regardless of the currency.

l. If the user wishes to make a withdrawal, having deposit(s) open (unconsolidated), even complying with the provisions (item d), and it is not canceled (item m), the amount of his withdrawal will be ***"debited" in full. the outstanding deposit balance (unconsolidated) plus 25%*** for an administrative fine on your Pixcartela account, at the time of withdrawal.

11. Rollover

The. The rollover requirement is a condition established by all online betting sites. The rollover establishes the amount of credits that the user must bet, regardless of whether the credits are the result of a deposit or a promotional bonus. Credits earned from plays made with promotional bonuses cannot be redeemed until the total rollover value stipulated in the promotion rules is reached.

B. The minimum rollover for all deposits participating in a promotion is calculated by multiplying the bonus amount credited by the rollover number indicated in the promotion.

w. Pixcartela understands that if the balance is lower than the minimum bet, the rollover is automatically ineffective.

d. The system will only count volume wagered using bonus credits once credits from deposits have been completely exhausted.

It is. Cashback: x1 on top of the amount received in cashback. The amount received will appear in the user's account after the rollover has been completed, added to the total balance.

12. System errors

The. Any difficulty, disagreement or conflict regarding a bet must be communicated by the user to Pixcartela via email: contato@pixcartela.com

B. Any error caused by technical limitations on the part of the user (among others: operating system, software, browser, internet connection speed, internet provider, computer hardware, etc.) will be the sole responsibility of the user, and not Pixcartela .

w. The company reserves the right to declare all bets that are the subject of a system error null or void and even reserves the right to withdraw money from the user's account and any winnings obtained, involved or affected by the system error. O game malfunction and any system error voids all plays and prizes.

13. Responsible Gaming

Most people play games for fun and entertainment, but for some it can become a problem. To prevent this from happening, Pixcartela strictly respects its responsible gaming policy. Remembering that our main objective is to provide entertainment. Therefore, Pixcartela establishes the following measures:

- Release limit
- Betting limit
- Prohibition of access to minors under 18
- Restrictions by country.

If behaviors that indicate pathology or addiction are observed in the game, preventive procedures are taken. Blocking, suspending or even canceling the user account.

14. Forum

The. By confirming the account, the user accepts these regulations and that the use of Pixcartela services will be regulated following the laws of the Netherlands Antilles.

B. The user accepts that for the resolution of disputes in courts the administrative authorities and other competent organizations will be those present in the Netherlands Antilles. These bodies will have exclusive jurisdiction and will constitute the competent forum in all disputes that arise, refer to or are linked to the use of the Pixcartela website.

w. Disputes arising from non-compliance with this adhesion contract will be resolved by Arbitrary Conciliation in the International Arbitration Chambers, adhered to the 1958 New York Convention.

Yours sincerely,
Pixcartela.com team

PRIVACY TERMS

At PixCartela, one of our main priorities is the privacy of our customers. This Privacy Policy document contains types of information that is collected and processed by PixCartela and how we use it.

If you have additional questions or require more information about our Privacy Policy, please contact us by email contato@pixcartela.com.

This Privacy Policy applies to our data processing activities and is valid for all our customers with regard to the information they shared with PixCartela. This policy applies to any information collected online and offline.

CONSENT

By using our services, you agree to our Privacy Policy and agree to its terms.

INFORMATION WE COLLECT

The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you when we ask you to provide your personal information.

If you contact PixCartela directly, we may receive additional information about you, such as your name, documents, email address, telephone number, the content of the message and/or attachments you send us and any other information that you decide to provide.

When you register for an account, we may ask for your contact information, including items such as name, documents, address, email address and telephone number.

WEBSITE COOKIES AND WEB BEACONS

Like any other website, the PixCartela website uses 'cookies'. These cookies are used to store information, including visitors' preferences and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

THIRD PARTY PRIVACY POLICIES

PixCartela's Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include its practices and instructions on how to opt out of certain options.

You can choose to disable cookies through your individual browser options.

To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

DATA PROTECTION RIGHTS

We would like to make sure you are fully aware of all your data protection rights.

Every user is entitled to the following:

- The right of access – You have the right to request copies of your personal data.
We may charge a small fee for this service.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete information that you believe is incomplete. We emphasize that any rectification will go through an analysis process.
- The right of non-disclosure – You have the right to request that we not disclose your personal data after having previously granted it, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data we collect to another organization, or directly to you, under certain conditions.
- If you make a request, we have one month to respond. If you want to exercise any of these rights, please contact us.

INFORMATION FOR CHILDREN

Another part of PixCartela's priority is to add protection for children while using the internet. We encourage parents and guardians to observe, participate in and/or monitor and guide their online activities.

PixCartela does not knowingly collect any Personally Identifiable Information from children under 18 years of age. If you think that your child has provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such records. PixCartela emphasizes that it does not tolerate, welcome, promote, encourage or encourage any game offered on the website for children under 18 years of age.

Yours sincerely,
Pixcartela.com team