

## Refund Policy

All purchases of vouchers are final and non-refundable once successfully processed.

Once purchase validation is within 24 hours.

### 1. Non-Refundable Purchases

Vouchers that have been successfully credited to the user account are strictly non-refundable and non-transferable.

### 2. Eligible Refund Cases

Refunds may only be considered under the following conditions:

Duplicate or accidental double payment

Payment completed but vouchers were not delivered

System or technical error affecting the transaction

All refund requests are subject to verification and approval.

### 3. Unauthorized Transactions

If you believe a transaction was unauthorized, please contact our support team immediately. We will investigate the case, and refunds will be handled at our sole discretion.

### 4. Processing Time

Approved refunds will be processed within 5–10 business days, depending on the payment provider and bank processing times.

### 5. Abuse & Fraud Prevention

We reserve the right to suspend or terminate accounts involved in refund abuse, fraudulent claims, or chargebacks. Any game points obtained through refunded transactions may be deducted or frozen.

## 6. Chargebacks & Disputes

Customers must contact our support team before initiating any chargeback. Unauthorized or fraudulent disputes may result in permanent account suspension.

## 7. Contact Support

For any issues related to your purchase, please contact our customer support.