

# Terms & Conditions

## 1. General

- 1.1 Before using our website, please read these Terms and Conditions carefully.
- 1.2 By registering a Player Account with the website, you must actively acknowledge acceptance of these Terms and Conditions by ticking the designated checkbox.
- 1.3 Passive acceptance (e.g., "by using the site you accept") is not permitted.
- 1.4 These Terms and Conditions ("T&Cs") apply to the usage of the Games through <https://trustdice.win/> ("Website") and related platforms by you ("You" or "the Player").
- 1.5 The current version of these T&Cs is made available to players at all times in a clear and readable form and is accessible within one click from the homepage, registration page, and player account area.
- 1.6 We reserve the right to modify and amend this Agreement. Players will be notified of any material updates, including the effective date and a direct link, and must actively re-accept the updated T&Cs.
- 1.7 Effective from December 24, 2024, the Licensee maintains a historical archive for all T&Cs and securely logs data on all players confirming their acceptance.
- 1.8 Previous versions of the T&Cs are available to the player upon request.

## 2. Operator Disclosures

- 2.1 <https://trustdice.win/> is operated and owned by Satoshi Gaming Group N.V., a limited liability company registered with the Curaçao Chamber of Commerce.
- 2.2 Our registered business address is in Curaçao, and our Chamber of Commerce registration number is 151832.
- 2.3 We are licensed and regulated by the Curaçao Gaming Authority (CGA).
- 2.4 Any products or services offered under this brand that are not regulated by the CGA will be explicitly specified to the player.
- 2.5 Players will be made aware if they are redirected to another non-CGA entity to provide wagering services.

## 3. Player Eligibility

- 3.1 You may participate in the Games only if you are over eighteen (18) years of age, or such higher minimum legal age of majority as stipulated in your jurisdiction.

3.2 You are allowed to have only one Member Account. Only one Account for each household, IP, PC is allowed. If you attempt to open more than one Member Account, all accounts you try to open may be blocked or closed and any bets may be voided. Also any returns, deposits, winnings or bonuses which you have gained or accrued during such time as the Duplicate Account was active will be forfeited by you and may be reclaimed by us, and you will return to us on demand any such funds which have been withdrawn from the Duplicate Account. If you wish to open another account, you may do so by contacting our support team via the Live Chat. If a new account is opened, the old account will be closed. If you notice that you have more than one registered Member Account you must notify us immediately. Failure to do so may lead to your Member account being blocked for access.

3.3 You acknowledge and agree to bear full and absolute liability for all legal and financial consequences arising directly or indirectly from your misrepresentations and breach of the above provisions.

3.4 Registration and acceptance must be completed personally; third-party registration is strictly prohibited.

3.5 Players may not sell, transfer, or acquire accounts under any circumstances.

3.6 You are aware that the right to access and use the website and any products there offered, may be considered illegal in certain countries. We are not able to verify the legality of service in each and every jurisdiction, consequently, you are responsible in determining whether your accessing and using our website is compliant with the applicable laws in your country and you warrant to us that gambling is not illegal in the territory where you reside. For various legal or commercial reasons, we do not permit accounts to be opened or used by customers resident in certain jurisdictions, including Netherlands, France, United Kingdom, Australia, Spain, Singapore, China (including SARs), Sweden, the United States of America (and her dependencies, military bases and territories), Norway, the Dutch Caribbean Islands (Curaao, Aruba, Bonaire, St. Maarten, St Eustatia and Saba), or other restricted jurisdictions ("Restricted Jurisdiction") as informed by us from time to time. By using the Website you confirm you are not a resident in a Restricted Jurisdiction.

## **4. Deposit**

4.1 Players may only participate in games if they have sufficient cryptocurrency funds in their member account. Cryptocurrency funds mean Bitcoin or other cryptocurrencies.

4.2 <https://trustdice.win/> may grant bonuses to players' accounts under certain circumstances. The deposit requirements for bonuses (e.g., first deposit bonus) and the bonus amount are determined by <https://trustdice.win/> and will be announced on the website from time to time. If a promotional account contains both cryptocurrency funds and bonus funds, bonus funds can only be used for wagering after existing cryptocurrency funds have been used.

4.3 To deposit funds into a member account, funds can be sent from cryptocurrency wallets, e-wallets, and payment methods displayed in fiat currency. Deposits can only be made with your own funds.

4.4 Deposits will be available in your account within a reasonable time after confirmation of the deposit. You must review all past deposits before making a withdrawal.

4.5 We reserve the right to use additional procedures and means (KYC/identity verification) to verify your identity when depositing funds into your account. This includes (but is not limited to) taking a selfie with documents or identification.

4.6 As part of the KYC process, it is the player's responsibility to ensure that all documents are authentic. Submitted forged or fraudulent documents may result in the forfeiture of the player's deposits and potential winnings.

4.7 <https://trustdice.win/> is not an exchange and therefore does not perform conversions between cryptocurrencies and fiat currencies.

4.8 We may, at our absolute discretion and without limiting our ability to rely on other available remedies, suspend and/or terminate your account, cancel any open bets, and/or forfeit any or all of the funds in your account if any of the following apply:

- a.) If it is discovered that you have used funds belonging to a third party.
- b.) If we determine that the funds used in your account are related to illegal activity.
- c.) If we determine that the funds you have deposited were obtained through illegal or unethical means.

4.9 Card payments may be rejected due to security measures beyond our control that could affect legitimate cards. If a chargeback, cancellation, or denial of payment occurs as a result of your actions, we reserve the right to claim the amount incurred from you and may offset your account balance against any debt to us. In the event of a chargeback, we may suspend your account, take lawful action, notify you, and process the chargeback using your original payment method. Initiating a chargeback without prior authorization is a violation of these Terms and Conditions and may result in account suspension or termination and legal action. You agree to contact us directly to resolve any dispute before initiating a chargeback.

## **5. Withdraw**

5.1 <https://trustdice.win/> strives to process withdrawals as quickly as possible after a withdrawal request, but the time required may vary depending on the withdrawal. <https://trustdice.win/> aims to complete withdrawal procedures within one hour whenever possible, but in some cases it may take longer (up to 48 hours).

5.2 If we mistakenly credit winnings that do not belong to you to your account due to technical errors, payable errors, human error, or any other reason, those funds are our property and will be deducted from your member account. If you withdraw those funds before we become aware of the error, the amount mistakenly paid will become your liability to us as a debt (without prejudice to any other remedies and actions available by law). You are obligated to immediately notify us by email if such an incorrect credit of funds occurs.

5.3 We reserve the right to verify the identity of players for withdrawals exceeding the equivalent of 1 BTC or 2000 EUR, or for any withdrawal requested by a player regardless of the amount, in accordance with our gaming license. Account holders wishing to recover funds from closed, frozen, or deactivated accounts should contact customer support.

5.4 All transactions are monitored from an anti-money laundering perspective. If a player notices any suspicious activity in our games, they must report it to us immediately. We may suspend, freeze, or close player accounts and freeze funds if required by anti-money laundering laws or other laws. We are strengthening our due diligence efforts regarding withdrawals of funds not used for betting.

5.5 Funds in a player account are consumed as soon as the game is played, and we do not accept returns, refunds, or retroactive account termination.

5.6 For high-value withdrawal requests, TrustDice.win will process a maximum of 1,000,000 USDT (or equivalent currency) per month.

5.7 If you receive a bonus, such as a login bonus or a 100% deposit bonus, withdrawal conditions will apply before you can withdraw the bonus or winnings. Withdrawal conditions vary and are presented when the bonus is offered. If you request a withdrawal before fulfilling the withdrawal conditions, we will deduct the entire bonus and all winnings before approving the withdrawal. We also reserve the right, at our discretion, to impose geographical restrictions on bonuses. This means that withdrawal conditions may differ from country to country. Our bonuses and free spins can only be received once per household or IP address. Some bonuses, such as our first bet refund guarantee, are not subject to our withdrawal conditions.

5.8 Trustdice reserves the right, at its sole discretion, to invalidate any winnings and wagers if it determines that a player is using the "double payout" theory.

5.9 You must deposit a minimum of 10 USDT or other equivalent currency before you can withdraw.

5.10 You must complete a wagering requirement of 5 times your deposit amount before you can withdraw.

## **6. Account Closure and Self-Exclusion**

6.1 You may request self-exclusion at any time through your account settings. To do so, click the Account icon, select Settings, open the Responsible Gaming section, and click Request Self-Exclusion.

Alternatively, you may submit a self-exclusion request by sending a separate email from your registered email address to [compliance@trustdice.win](mailto:compliance@trustdice.win) and clearly stating that you wish to self-exclude and close your account. Please note that requests submitted by email may require additional time to process.

## **7. General Betting Rules**

7.1 A bet can only be placed by a registered account holder.

7.2 A bet can only be placed over the internet.

7.3 You can only place a bet if you have sufficient virtual funds in your account with <https://trustdice.win/>.

7.4 The bet, once concluded, will be governed by the version of the Terms and Conditions valid and available on the Website at the time of the bet being accepted.

7.5 Any payout of a winning bet is credited to your account, consisting of the stake multiplied by the odds at which the bet was placed.

7.6 <https://trustdice.win/> reserves the right to adjust a bet payout credited to a <https://trustdice.win/> account if it is determined by <https://trustdice.win/> in its sole discretion that such a payout has been credited due to an error.

7.7 A bet, which has been placed and accepted, cannot be amended, withdrawn or cancelled by you.

7.8 The list of all the bets, their status and details are available to you in the Settings on the site.

7.9 When you place a bet you acknowledge that you have read and understood in full all of these Terms and Conditions regarding the bet as stated on the Website.

7.10 <https://trustdice.win/> manages your account, calculates the available funds, the pending funds, the betting funds as well as the amount of winnings. Unless proven otherwise, these amounts are considered as final and are deemed to be accurate.

7.11 You are fully responsible for the bets placed.

7.12 Winnings will be paid into your account after the final result is confirmed.

7.13 The maximum win amount (including bet and profit) in one 180,000 EUR / 27,000,000 JPY / 265,500,000 KRW / 300,180 AUD / 300,180 CAD / 1,000,000 BRL / 300,000,000 ARS / 18,000,000 INR / 3,800,000 MXN / 360,000 NZD / 176,991,150 CLP / 7 BTC / 105 ETH / 200,000 USDT / 200,000 USDC / 2200 LTC / 3,300,000 Dogecoin / 2,000,000 TRX / 300,000 EOS / 100,000 XRP / 2722 SOL.

7.14 The following relates to the Cash Out feature of sports bets:

- Cash Out is available on selected events, fixtures and markets both pre-match and In-Play, on single and multiple bets.
- A time delay in accepting a Cash Out request is in place. If a price changes or a market suspends then the Cash Out request may not be successful.
- If the Cash Out request is successful, this will be displayed and the bet will be settled immediately. The actual final result of the original bet will have no impact on the Cash Out amount.
- The Cash Out amount offered at any time is the total amount that will be returned to your account if the Cash Out request is successful.
- <https://trustdice.win/> cannot guarantee that the Cash Out feature will be available on your bet selection. Where Cash Out is available pre-event and we do not cover or we stop covering the event In-Play, then Cash Out will be unavailable once the event starts or when our In-Play coverage stops. Cash Out will not be available when a market is suspended.

- <https://trustdice.win/> reserves the right to remove all or part of the Cash Out feature for any customer or group of customers where it has reasonable grounds to believe that the customer or group of customers is misusing Cash Out by frequently using the feature to take advantage of pre-event price movements and closing their bets through the Cash Out feature before the event has started.
- <https://trustdice.win/> will not be responsible if the Cash Out feature is not available for technical reasons and bets will stand as originally placed during any such period.
- <https://trustdice.win/> reserves the right to accept or decline any bet/wager requested for any sport, competition, market or bet type that is included in the Cash Out feature.
- <https://trustdice.win/> reserves the right to amend, suspend or remove the Cash Out feature (or any part of it) at any time for any event, fixture, market or customer. Any bets placed on such events, fixtures or markets will stand as originally placed. <https://trustdice.win/> reserves the right to reverse the settlement of a Cash Out if the bet or a market is settled in error.
- Some <https://trustdice.win/> promotion offers will not be applied where the Cash Out feature has been used to close all or part of a bet. See Terms and Conditions for each promotion offer for details.
- Pay-outs to customers in respect of cashed out transactions will occur at the time of cash out, however delays may occur from time to time in settling funds.
- Bets that are cashed out will not count towards the completion of any wagering requirements.

7.15 If we determine, in our sole discretion, that you are using the “Double Spend” methodology, <https://trustdice.win/> shall void all bets and winnings.

## **8. Your Obligations as a Player**

8.1 You hereby declare and warrant that:

8.1.1 You are over 18 years of age or such higher minimum legal age of majority as stipulated if the jurisdiction of Your residence (e.g. Estonia – 21 years) and, under the laws applicable to You, legally allowed to participate in the Games offered on the Website.

8.1.2 You participate in the Games strictly in your personal non-professional capacity for recreational and entertainment reasons only.

8.1.3 You participate in the Games on your own behalf and not on behalf of any other person.

8.1.4 All information that You provide to <https://trustdice.win/> during the term of validity of this agreement is true, complete, and correct, and that You shall immediately notify <https://trustdice.win/> of any change of such information.

8.1.5 You understand that by participating in the Games you take the risk of losing Virtual Funds deposited into Your Member Account.

8.1.6 You shall not be involved in any fraudulent, collusive, fixing or other unlawful activity in relation to Your or third parties' participation in any of the Games and shall not use any software-assisted methods or techniques or hardware devices for Your participation in any of the Games.  
<https://trustdice.win/> hereby reserves the right to invalidate any wager in the event of such behaviour;

8.1.7 You understand that Crypto is not considered a legal currency or tender and as such on the Website they are treated as virtual funds with no intrinsic value.

8.1.8 You understand that Cryptocurrencies value can change dramatically depending on the market value.

8.2 Games played on Our site should be played in the same manner as games played in any other setting. This means that players should be courteous to each other and avoid rude or obscene comments.

## **9. Miscarried and Aborted Games**

9.1 The Company is not liable for any downtime, server disruptions, lagging, or any technical or political disturbance to the game play. Refunds may be given solely at the discretion of <https://trustdice.win/> management.

9.2 The Company shall accept no liability for any damages or losses which are deemed or alleged to have arisen out of or in connection with the website or its content; including without limitation, delays or interruptions in operation or transmission, loss or corruption of data, communication or lines failure, any person's misuse of the site or its content or any errors or omissions in content.

9.3 In the event of a Casino system malfunction all bets are void.

## **10. Bonuses and Promotions**

10.1 <https://trustdice.win/> reserves the right to cancel any promotion, bonus or bonus program (including, but not limited to deposit bonuses, reload bonuses and loyalty programs) with immediate effect if we believe the bonus has been set up incorrectly, is being abused, has not been used within 30 days from receiving it on your account, and if said bonus has been paid out, we reserve the right to decline any withdrawal request and to deduct such amount from your account. Whether or not a bonus is deemed to be set up incorrectly or abused shall be determined solely by <https://trustdice.win/>.

10.2 If you use a Deposit Bonus, no withdrawal of your original deposit will be accepted before you have reached the requirements stipulated under the terms and conditions of the Deposit Bonus.

10.3 Where any term of the offer or promotion is breached or there is any evidence of a series of bets placed by a customer or group of customers, which due to a deposit bonus, enhanced payments, free bets, risk free bets or any other promotional offer results in guaranteed customer profits irrespective of the outcome, whether individually or as part of a group, <https://trustdice.win/> reserves the right to reclaim the bonus element of such offers and in their absolute discretion either settle bets at the correct odds, void the free bet bonus and risk free bets or void any bet funded by the deposit bonus. In addition, <https://trustdice.win/> reserves the right to levy an administration charge on the customer up to the value of the deposit bonus, free bet bonus, risk free bet or additional payment to cover administrative costs. We further reserve the right to ask any customer to provide sufficient documentation for us to be satisfied in our absolute discretion as to the customer's identity prior to us crediting any bonus, free bet, risk free bet or offer to their account.

10.4 All <https://trustdice.win/> offers are intended for recreational players and <https://trustdice.win/> may in its sole discretion limit the eligibility of customers to participate in all or part of any promotion.

10.5 <https://trustdice.win/> reserves the right to amend, cancel, reclaim or refuse any promotion at its own discretion.

10.6 Bonuses can only be received once per person/account, family, household, address, e-mail address, IP addresses and environments where computers are shared (university, fraternity, school, public library, workplace, etc.). The Operator reserves the right to close your account and confiscate any existing funds if evidence of abuse/fraud is found.

10.7 You acknowledge and understand that separate terms and conditions exist with respect to promotions, bonuses and special offers, and are in addition to these terms and conditions. These terms and conditions are set forth in the respective content page on this website, or have been made available to you personally, as the case may be. In the event of a conflict between the provisions of such promotions, bonuses and special offers, and the provisions of these terms and conditions, the provisions of such promotions, bonuses and special offers will prevail.

10.8 We may insist that you bet a certain amount of your own deposit before you can bet with any free/bonus funds we credit to your account.

10.9 You accept that certain promotions may be subject to withdrawal restrictions and/or requirements which need to be met before funds credited under the promotion can be withdrawn. Such terms shall be duly published and made available as part of the promotion. If you opt to make a withdrawal before the applicable wagering requirements are fulfilled, we will deduct the whole bonus amount as well as any winnings connected with the use of the bonus amounts before approving any withdrawal.

10.10 We reserve the right to insist that before using free money, Users have to place bets of the entire amount of their deposit.

10.11 Kindly note that bonuses come with specific bonus terms and conditions ("Bonus Terms and Conditions").

10.12 for sports promotions:

a) To participate in the promotion, the user must have at least one history of deposit since registration.

b) Having multiple accounts is not allowed. Creating additional accounts with Trustdice.win to claim bonuses is considered bonus abuse and could lead to funds being confiscated.

c) Only bets made within the promotional period will be counted in the data. Bets on matches not finished within the promotional period will not be included. These promotions exclude the following from counting turnover:

- Voided/Pushed Stakes (where the bet has resulted in the exact stake being returned to the player)
- Betting on both sides of a two-way market to effectively cover or hedge bets.
- Cashed out bets

## **11. Live Chat and Communications**

11.1 As part of your use of the Website we may provide you with a live chat facility, which is moderated by us and subject to controls. We reserve the right to review the chat and to keep a record of all statements made on the facility. Your use of the chat facility should be for recreational and socialising purposes.

11.2 We have the right to remove the chat room functionality or immediately terminate your Member Account if you: (a) make any statements that are sexually explicit or grossly offensive, including expressions of bigotry, racism, hatred or profanity; (b) make statements or exhibit behaviors that are abusive, defamatory or harassing or insulting; (c) use the chat facility to advertise, promote or otherwise relate to any other online entities; (d) make statements about <https://trustdice.win/>, or any other Internet site(s) connected to the Website that are untrue and/or malicious and/or damaging to <https://trustdice.win/>; (e) use the chat facility to collude, engage in unlawful conduct or encourage conduct we deem seriously inappropriate. Any suspicious chats will be reported to the competent authority; (f) you use the chat facility, including the tipping function, to collude with other players and/or duplicate accounts to gain an unfair advantage or engage in prohibited activities including but not limited to cheating, fraud, money laundering, prohibited withdrawals, or any form of activities prohibited by the terms and conditions; (g) use a profile picture that may be considered offensive, including but not limited to sexually explicit, political, or violent content. The chat functionality will be suspended, and TrustDice.win reserves the right to decide if and when it will be reinstated after the content is removed.

11.3 Live Chat is used as a form of communication between us and you and should not be copied or shared with any forums or third parties.

## **12. Limitation of Liability**

12.1 You enter the Website and participate in the Games at your own risk. The Websites and the Games are provided without any warranty whatsoever, whether expressed or implied.

12.2 Without prejudice to the generality of the preceding provision, we, our directors, employees, partners, service providers

12.2.1 Do not warrant that the software, Games and the Websites are fit for their purpose;

12.2.2 Do not warrant that the software, Games and the Websites are free from errors;

12.2.3 Do not warrant that the software, Games and the Websites will be accessible without interruptions

12.2.4 Shall not be liable for any loss, costs, expenses or damages, whether direct, indirect, special, consequential, incidental or otherwise, arising in relation to your use of the Websites or your participation in the Games.

12.3 You understand and acknowledge that, if there is a malfunction in a Game or its interoperability, any bets made during such a malfunction shall be void. Funds obtained from a malfunctioning Game shall be considered void, as well as any subsequent game rounds with said funds, regardless of what Games are played using such funds.

12.4 You hereby agree to fully indemnify and hold harmless us, our directors, employees, partners, and service providers for any cost, expense, loss, damages, claims and liabilities howsoever caused that may arise in relation to your use of the Website or participation in the Games.

12.5 To the extent permitted by law, our maximum liability arising out of or in connection with your use of the Websites, regardless of the cause of actions (whether in contract, tort, breach of warranty or otherwise), will not exceed €100.

## **13. Breaches, Penalties and Termination**

13.1. If you breach any provision of these Terms and Conditions or we have a reasonable ground to suspect that you have breached them, we reserve the right to not open, to suspend, or to close your Member Account, or withhold payment of your winnings, and in extreme cases, your deposits, and apply such funds to any damages due by you.

## **14. Severability**

14.1 If any provision of these Terms and Conditions is held to be illegal or unenforceable, such provision shall be severed from these Terms and Conditions and all other provisions shall remain in force unaffected by such severance.

## **15. Assignment**

15.1 We reserve the right to assign or otherwise lawfully transfer this agreement. You shall not assign or otherwise transfer this agreement.

## **16. Entire agreement**

16.1 These Terms and Conditions constitute the entire agreement between you and us with respect to the Websites and, save in the case of fraud, supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between you and us with respect to the Websites.

## 17. Responsible Gaming

17.1 We are dedicated to providing you with a safe, secure regulated environment which gives you a pleasant and rewarding gambling experience. We encourage our clients to use our services responsibly and have fun gambling in a reasonable manner.

17.2 However, some clients think of gambling as a way to make money, spend more than they can afford, or use gambling to distract themselves from everyday problems. Following these tips can help you to gamble more safely.

- (a) Think of gambling as an entertainment expense, not a way to make money.
- (b) Only gamble with money you can afford to lose
- (c) Set money limit and time limit in advance.
- (d) Never chase your losses, which usually just lead to bigger and bigger losses.
- (e) Don't gamble when you're depressed or upset.
- (f) Strike a balance between gambling and other activities.
- (g) Take frequent breaks. Gambling continuously can cause you to lose track of time and perspective.
- (h) Don't drink or use drugs when gambling.

17.3 If you realize that you are already not able to find a middle ground between how much you want to play and how much you actually can, then you may want to choose to exclude yourself from gambling at our casino. You can activate this preventive measure by contacting our friendly Support Service via Live Chat.

17.4 You can also seek for help from professionals who deal with gambling problems: Gamblers Anonymous(<http://www.gamblersanonymous.org/ga/>), GamCare(<http://www.gamcare.org.uk/>), Gambling Therapy(<https://www.gamblingtherapy.org/>)

17.5 You can choose self-exclusion anytime in Settings.

17.6 You will not be able to access your account to withdraw any funds during your requested self-exclusion. You have to withdraw funds successfully before requesting self-exclusion.

## 18. Cancellations, Suspensions and Closure

18.1. Without restricting our ability to rely on other remedies that may be available to us, we may suspend and/or terminate your account, cancel any outstanding bets and/or confiscate any or all funds in your account at our absolute discretion if:

- (a) We determine that you are acting in a manner that is detrimental to the conduct of our business;

(b) We determine that you are using <https://trustdice.win/> in a manner that gives you an unfair advantage, including but not limited to match-fixing, making bets on insight or professional knowledge about a sport gained via personal involvement or participation in the particular field of sport, using the late bets strategy, or any attempt to exploit technical or procedural vulnerabilities;

(c) We suspect that you have registered, manage or direct your betting activity on multiple user accounts in an attempt to hide your betting activity, bypass our set trading limits or violate any promotion Terms and Conditions;

(d) We suspect that you have attempted to place bets in order to manipulate betting odds or with intention of exploiting differences in odds within or across multiple platforms, whether through technical means or collusion;

18.2. Participation in group betting or syndicate activities on <https://trustdice.win/> is strictly prohibited. By using the site, you agree not to engage in any form of group betting, syndicate participation, or collaborative wagering activities with the intent of pooling resources for the purpose of increasing potential winnings. Users must maintain individual accounts on <https://trustdice.win/> and are strictly prohibited from joining or forming groups, syndicates, or any collaborative betting arrangements. <https://trustdice.win/> reserves the right to monitor user accounts for any signs of group betting or syndicate participation, whether a player does this on their own or in collusion with other players, violators may be subject to account suspension, closure, cancellation of any outstanding bets and/or confiscation of any or all funds in your account at our absolute discretion.

## **19. Complaints**

19.1 You are free to send email to us at [Compliance@trustdice.win](mailto:Compliance@trustdice.win), or contact our customer service team according to the instructions found on the Website to give us any complaints regarding our services.

19.2 Complaints are handled in the support department and escalated in the organisation of the Casino in the case that support personnel did not solve the case immediately. You shall be informed about the state of the complaint to a reasonable level.

19.3 If the dispute is not resolved on the casino management level, you can contact any independent body, gaming authority or the licensing regulator listed on the Website.

19.4 In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that was logged on the game server will prevail, and you acknowledge and agree that our records will be the final authority in determining the terms and circumstances of your participation in the relevant online gaming activity and the results of this participation.

19.5 When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your Player Account.

## **20. Applicable law and jurisdiction**

20.1. These Terms and Conditions shall be governed by the Laws of Curaçao.

20.2. You acknowledge that, unless stated otherwise, the Games are organised and regulated by the territory of Curaçao. Any contractual relationships between you and the Company shall be deemed to have been entered into and performed by the parties in Curaçao, at the registered address of Company.

20.3. The parties agree that any dispute, controversy or claim arising out of or in connection with these Terms and Conditions, or the breach, termination or invalidity thereof, shall be submitted to the exclusive jurisdiction of the Curaçao courts.

## **21. Dormant Accounts**

21.1. We reserve the right to classify an account as dormant where there has been no login or gaming activity for a period of more than 12 consecutive months.

21.2. Once an account qualifies as dormant, we will make reasonable attempts to contact you using the contact details registered on your account and provide you with an opportunity to access your account and withdraw any remaining balance.

21.3. If no response is received within the applicable notification period, we may suspend or close the account and transfer any remaining balance to a designated dormant funds account or otherwise handle such balance in accordance with our dormant funds procedures and applicable laws and regulatory requirements.

*Last modified: November 27, 2019*