

COMPLAINTS AND DISPUTE RESOLUTION

1. Any complaints or queries relating to the handling of player affairs on www.betmaster.io shall be addressed to complaints@betmaster.io. The Company shall confirm receipt of the Client's complaint by e-mail to be sent within seven (7) business days from receipt of the complaint.
2. Company will make every effort to resolve the player's complaint within 20 business days subject to verification compliance of the player presuming the player has responded sufficiently to any of the Company's additional requests for information or compliance. If any complaint has not been resolved to the player's satisfaction, the player may request that the complaint be escalated.
3. Clients' complaints shall be considered based on the information available to the Company and the official sources of sport events. Information provided by other competing companies shall not be taken into account or considered.
4. The Client undertakes to comply with the following obligations:
 - 4.1. to notify the Company within seven (7) calendar days after the session date, that he disagrees, as a complaint, with the outcome of a specific Game of Chance, The complaint with respect to a Bet shall be submitted within seven (7) business days after the person learned or must have learned about the alleged infringement of rights.
 - 4.2. to notify Company within one (1) calendar month after the session date, that he disagrees as a complaint with any other matters, not directly related to the outcome of a specific game of chance, however, in relation to his Personal Account, such as but not limited to matters of pay out, suspension and the calculation of bonuses,
 - 4.3. to refer any unresolved disputes to a binding out of court dispute resolution, arbitration or court proceeding of the applicable jurisdiction within three hundred and sixty-five (365) days after the session date.
5. Company undertakes:
 - 5.1. not to transfer any claims of the Client or elements related to such claims as, however, not limited to: Personal Accounts, credits, funds, winnings and entitlements,
 - 5.2. to resolve the Complaint by means of non-binding and voluntary mediation,
 - 5.3. to refer any unresolved disputes to a binding out of court dispute resolution, arbitration or court proceeding of the applicable jurisdiction.
6. The Party claiming an infringement upon its rights may send a complaint to the other Party's e-mail.
7. Any disputable situations arising between the Company and the Client shall be settled out of court.
8. If the complaint is regulatory in nature and does not have a transactional element, the player may within reasonable time file a complaint with the Curacao eGaming through their portal: <https://www.curacao-egaming.com> by identifying themselves by a declaration of a notary. Curacao eGaming does not accept complaints unless a complaint has properly been launched with the Company first and also from individuals or organizations who bought or were assigned a claim of a player.
9. In disputable situations having no precedents, the Company shall reserve the right to make decisions based on its accumulated knowledge and experience.