

## **Dispute resolution**

Version May 31, 2024

In case of any concerns or questions regarding the Service please contact our Client Service Department

via email at [support@dicebet.com](mailto:support@dicebet.com).

Any Client of the Service who has any concerns or questions regarding the Terms of service or how a stake has been settled should contact our Client Service Department at [support@dicebet.com](mailto:support@dicebet.com) using their Registered Email Address.

The Client shall notify the Operator within (7) seven Calendar Days after the Session Date, of the disagreement with the outcome of a specific Game of Chance, as a Complaint.

The Client shall notify the Operator within one (1) Calendar Month after the Session Date, that he, as a Complaint, disagrees with any other matters, not directly related to the outcome of a specific Game of Chance.

The Client Service Department will attempt to reach an agreed solution.

The Client shall have a right to initiate the procedure of binding Arbitration within three hundred and sixty-five (365) days after the Session Date. The Arbitration shall be held in Curacao.

The Client shall have at all times the right to lodge a complaint by means of Mediation as advised by the Company.

The Parties agree that they will do their best to resolve any disputes arising out in connection with Service through negotiations and consultations between the Parties.