



VILASANI GAMING COMPETITIONS – REFUND, RETURN & CANCELLATION POLICY

Effective Date: [we will insert at a later stage]

Last Updated: [we will insert at a later stage]

At **Vilasani Gaming Competitions**, we strive to maintain fairness and transparency in all transactions and competitions. This **Refund, Return & Cancellation Policy** outlines how funds, commissions, and matches are handled in the event of cancellations or errors.

By creating an account or using the services provided by **Vilasani Gaming Competitions**, you acknowledge that you have read, understood, and agree to be bound by this policy.

1. Nature of Our Services

- Vilasani Gaming Competitions provides **e-gaming services**, where users compete in skill-based games for real or virtual currency. Since our services are **intangible and performance-based**, traditional product “returns” do not apply.
 - However, this policy governs all **refunds, match or account cancellations, and commission reversals** related to your account activity.
-

2. Refund Eligibility

Refunds may only be considered under the following conditions:

A: REFUNDS FOR GENERAL SITUATIONS

2.1 . Account cancellation

- If you choose to delete your account, you will be entitled to a **refund of the remaining balance in your gaming account**. To initiate this process, you must submit a written request via email to support@vilasanigaming.com, requesting **account deletion**. All such requests will be processed within **twenty-four (24) hours** of receipt.
 - If you wish to register a new account after previously requesting the deletion of your prior account, you shall submit a **written request via email** stating the reasons for your re-registration. This measure is implemented **to prevent misuse** of the account deletion policy for the purpose of circumventing the withdrawal restriction, whereby users are not permitted to withdraw funds below fifty Namibian dollars (NAD 50) (**See section 6, point 2**). The request will be subjected to scrutiny by our support team, which may either be rejected or approved.
 - If you have mistakenly deposited an amount exceeding your intended deposit and the amount is **greater than N\$50.00**, you may immediately initiate a withdrawal—provided you have not participated in any matches—by following the process outlined in **Section 6 (Point 2)** of our Terms and Conditions. If the amount is less than N\$50.00, you may request a refund by contacting our support team via email. All requests will be reviewed to confirm that the refund request was made immediately after the deposit and not because of losses incurred during competitions. Users are therefore encouraged to submit the request promptly after the mistaken deposit. The payment will however be processed as a **withdrawal rather than a refund**.
-

B: REFUNDS RELATED TO MATCHES/COMPETITIONS

2.1. Non-reporting of match verdicts

- If **both competitors fail to report match results** within three (3) hours of confirmation, the stake, excluding the match commission, will be refunded to both user's gaming accounts (**see section 3, point 6**), of the terms and conditions.

2.2. Duplicate or Erroneous Charges

- If you have been **incorrectly commissioned more than once** for the same match or transaction due to a system error, you are **eligible for a full refund** to your gaming wallet of the duplicate charge upon verification.
- Refund requests for such errors must be submitted **within 72 hours** of the matter.

2.3. Technical or System Fault

- If a **verified system failure** (on Vilasani Gaming Competition's end) prevents a match from being completed or processed correctly, a **refund or credit (including commission)**, incurred due to the error will be refunded to affected users' gaming account accordingly.
- Proof or system logs will be required to validate the faults, and such requests should be made to our support team within **48 hours**.

3. Non-Refundable Situations

Refunds **will not be issued** under the following conditions:

- 3.1. **A full refund** after depositing a certain amount and having taken part in competitions. Unless a user chooses to delete their gaming account. To delete a gaming account, the user should refer to **section 2** of this cancellation/refund policy. However, only the remaining fees in the wallet will be refunded, following the third point of section 2.1 of this policy.
- 3.2. **Loss due to poor internet connection, device malfunction, or user error.**
- 3.3. **Disqualification due to cheating, misconduct, or policy violations.**

3.4. **Completed matches**, where results have been reported or automatically confirmed.

This may be an exception in cases pertaining to section 3, point 8 of the terms and conditions.

3.5. **Delays in withdrawals** caused by banking or payment service providers.

3.6. **User negligence** (e.g., accepting a match unintentionally, sharing login details etc.).

4. Refund Process

If a refund is approved:

- Refunds for stakes of confirmed matches will be **credited directly to your gaming account wallet** within **24 to 48 hours**.
 - You may then withdraw the refunded amount to your **bank account or payment provider** if you wish to do so.
 - Depending on your bank service provider, funds may take an **additional 1–4 business days** to reflect.
-

5. Fraudulent or Abusive Refund Claims

Vilasani Gaming Competitions reserves the right to **deny or revoke refunds** if there is evidence of:

- Repeated or false refund claims,
- Abuse of the dispute process, or
- Suspicious account activity.

Such cases may result in **account suspension or permanent termination** as outlined in the Terms and conditions.

6. Contact for Refunds or Cancellations

To request a refund or report a match issue, please contact us through:

✉ **Email:** [to be inserted at a later stage]

When submitting a request, please include:

- Your **registered username or account email**
- **Transaction or match ID**
- A brief **description of the issue**

7. Policy Updates

Vilasani Gaming Competitions may modify this policy from time to time to reflect improvements or regulatory changes.

Any updates will be posted on our website with the new “**Last Updated**” date. Continued use of the platform indicates acceptance of the revised policy.

Summary

Vilasani Gaming Competitions strives to maintain a fair and transparent gaming experience. Refunds will only be issued in cases of **system faults, duplicate charges, or unconfirmed matches**, and not for gameplay losses or user errors.

By using our services, you acknowledge and agree to the terms of this **Refund, Return & Cancellation Policy**.