



## REFUND POLICY

**Effective Date:** 07<sup>th</sup> of April, 2025

**Last Updated:** 07<sup>th</sup> of April, 2025

Due to the nature of real-money poker and gaming services, **all transactions are final** once completed, except where otherwise explicitly stated.

### 1. General Refund Policy

- **Chips/Credits:** Purchased in-game currency (chips/credits) is non-refundable.
- **Tournament Buy-ins:** Refunds for canceled tournaments will be processed automatically.
- **Duplicate Payments:** Verified accidental duplicate payments will be refunded upon confirmation.

### 2. Eligibility for Refund

You may request a refund if:

- A technical error occurred during the purchase.
- Your account was charged without your consent (requires investigation).
- The service was not delivered as described.

### 3. How to Request a Refund

Email **admin@3xc-gaming.com** within 7 days of the transaction, including:

- Your full name
- User ID or account reference
- Transaction ID
- Reason for request

### 4. Processing Time

Refunds, if approved, will be processed within 7–14 business days.