

RETURN AND REFUND POLICY

Last Updated May 30, 2025

Welcome to the Return and Refund Policy (the “**Policy**”) of Winzilla Ltd. (a company registered and existing under the laws of Cyprus, having registration number HE 474611 and its registered address at 39 Dimofontos Street, 3rd Floor Office 301, Nicosia, 1075, Cyprus) and its related, affiliated or subsidiary companies (the “**Company**” or “**we**”, “**our**”).

When we refer to “you” or “your” in this Policy we mean any individual who interacts or uses our Services. By using the Services, you represent that you understand and agree to this Policy. If you do not consent to our practices, you can choose not to use the Services.

Policy Changes. We reserve the right to change, modify, or update this Policy by posting such changes or updates to the Services or emailing you notice of the changes. Amendments to this Policy will be posted at this URL and will be effective when posted. You can tell if this Policy has changed by checking the last modified date that appears at the top of this Policy. Your continued use of the Services following the posting of any amendment, modification or change shall constitute your acceptance thereof.

In addition to the [Terms of Use](#) and [Sweepstakes Rules](#), which are expressly incorporated herein and considered part of this document, the Company provides this Policy for all Users. Any capitalized terms are defined in the applicable [Terms of Use](#) or [Sweepstakes Rules](#) by reference (unless specifically defined herein).

1. The purchase of Gold Coins is the purchase of a license that allows you to participate in the Games and it is not a deposit of funds which can be withdrawn. Funds used to purchase Gold Coins will not, and cannot, be refunded to you. Gold Coins do not have any real money value.
2. Gold Coins or Sweepstakes Coins that have been submitted for play and accepted cannot be changed, withdrawn, or cancelled and the Gold Coins or Sweepstakes Coins will be drawn from the User’s balance instantly.
3. If you are found to have one or more of your purchases returned and/or reversed or charged back, your account will be suspended. If this occurs, the amount of such purchases will constitute a debt owed by you to us and you must immediately remit payment for such purchases through an alternative payment method.
4. Giving a consent with our [Terms of Use](#), you acknowledge that in accordance with the mandatory legislation the Platform is not obligated to provide any refunds for any reason.
5. You will not be entitled to any prize if the applicable law or the [Terms of Use](#), [Sweepstakes Rules](#), and this Policy prohibits or restricts your participation in these activities. You are also not entitled to refunds that you may claim, or promotional prizes to which you may otherwise become entitled, in connection with our promotional games. In any event, you access and our Services at your own sole risk and acknowledge that we make no warranty regarding compliance under the law of any U.S. jurisdiction, and that no representative has authority to make such a warranty.
6. The User is obliged to make purchases only from his bank account or bank card. In case of a violation of this condition, all winnings may be canceled and the amount of the last purchase returned to the original details. Purchases by third parties (friends, relatives or partners) are prohibited. This rule also applies to winnings. In case of violation of this paragraph of the rules, the account may be blocked without the possibility of recovery.
7. If your User Account is deactivated as a result of closure of the Platform or similar event, any temporary licenses granted to you shall immediately be terminated and no refunds for purchases of the Gold Coins purchases shall be due.

8. You understand and agree that any purchases are final and that we are not required to provide a refund for any reason. The Gold Coins are non-transferrable, and carry no cash value.
9. If you are found to have one or more of your purchases returned and/or reversed or charged back, your account will be suspended. If this occurs, the amount of such purchases will constitute a debt owed by you to us and you must immediately remit payment for such purchases through an alternative payment method.
10. If no transactions have been recorded on your User Account for 60 consecutive days, we reserve the right to zero any Gold Coins balance with no offer of any purchase refunds.