Refund Policy

Without prejudice to the provisions of this Agreement, the user has the right to **terminate the contract and cancel their subscription at any time** by deleting or deactivating their account, provided that this action **does not harm the interests of the website or other users**.

The user is **not entitled to request any refund or compensation** for amounts paid, as participation in the website constitutes **a purchase and use of the service, including entry into the available competitions and prize draws**.

An exception applies **only** if the user has **topped up their wallet on the platform but has not used the balance to participate in any competitions**. In such a case, the user is entitled to **request a refund of the unused amount**, provided that they **bear all expenses and costs associated with the refund process**, including any **administrative fees, taxes, or charges**, if applicable.