

TERMS AND CONDITIONS

Last updated 25/11/2017

Welcome to our website. This page (together with the documents referred to on it) outlines to you the terms and conditions on which we shall allow our users to use this website.

1. GENERAL

- 1.1 The website truegame.io (hereafter "the website" or "website") is operated by TRUEGAME S.R.L. (hereafter "the Company" or "company" or TRUEGAME), Costa Rica, registration id #3-102-747491, 10901, Costa Rica, San Jose, Santa Ana, 350 metros al Norte de Restaurante Ceviche del Rey.
- 1.2 Prior to using the website, the Terms and Conditions (hereinafter 'agreement' or 'Terms and Conditions') is to be read in its entirety prior and carefully. The fact of using of the website confirms your (hereinafter 'the player', 'the user', 'user', 'player', 'the player/user', 'player/user', 'the user/player', 'user/player') consent with the Terms and Conditions.
- 1.3 These Terms and Conditions constitute a binding agreement between the player and the Company.
- 1.4 If you do not agree with this Terms and Conditions you must not use the website, as well as related products and applications. Failure to adhere to this sub-clause, you as the Player/User shall be liable to pay damages to the Company.
- 1.5 By accepting these Terms and Conditions, you agree to the Company's reservation of the right to modify and amend the Terms and Conditions with or without notice at any time and as the User/Player, you will be bound to such changes. Therefore, the Company encourages the user to review the Terms and Conditions periodically. The further use of the website shall indicate the compliance with any changes introduced to the Terms and Conditions. The recent version of the Terms and Conditions is to be found at truegame.io/docs/Terms_and_Conditions.pdf

2. ACCESS OF USERS/PLAYERS TO WEBSITE

- 2.1 To have accessibility to the website and play, you must register through providing the Company with your email, date of birth, and filling in other mandatory fields as per the Company's requirements. It is your sole responsibility to ensure that the information you provide is true, complete and correct. Failure to which, you will be held accountable by the Company.
- 2.2 Accessibility to the website shall only be for the Players/Users whose countries and geographical regions laws, do not prohibit gambling.
- 2.3 You are solely responsible for determining whether your accessing and/or use of the truegame.io is compliant with applicable laws in your jurisdiction. Further, you warrant to us that gambling is not illegal in your area of residence. Any claim against the website brought by you or the relevant authorities for any reason whatsoever in regard to the above mentioned, will be considered void and shall not be accepted.
- 2.4 The website is not for use by individuals under 21 years of age or individuals under the legal age of majority in their respective jurisdiction. By using the website or agreeing to these Terms and Conditions, you warrant and represent to us that you are at least (21) years old. If we are made aware that you are not 21 years old, we will remove their login and all details thereof. The Company is not able to verify the legality of a service provided on the website in each jurisdiction and it is the User's/Player's responsibility to ensure that their use of the service is lawful.
- 2.5 The Company reserves the right to refuse to register an Account or to close Your Account at any given time.

If you have any questions, please contact us at support@truegame.io

3. USERS REPRESENTATION AND WARRANTIES

Prior to use of website, and during any time the website is utilized, the user represents, warrants, and agrees to the following terms:

- 3.1 The user is aware of the risks associated with the use of the website, including the loss of funds. In no way the Company shall bear responsibility for such consequences.
- 3.2 The use of the website and the service thereof, is at the User's/Player's own discretion and risk.
- 3.3 The user is liable for any taxes that may be added to any funds awarded by the website.
- 3.4 The necessary equipment for the use of website including any telecommunication or internet device are to be provided by the user. Under no circumstances shall the Company be held accountable for any malfunction of such devices.
- 3.5 By agreeing to these Terms and Conditions, the User/Player understands that crypto-currencies value can change dramatically depending on the market value.
- 3.6 In the event that the user commits a partial or whole breach of any provisions contained in the agreement, the Company reserves the right to carry out any action deemed fit, including termination of the current or past agreements with the user, or taking legal action against the user.

4. PROHIBITED USE

- 4.1 The website is intended for the user's personal use. The User/Player is forbidden from wagering for any other reason other than their own personal entertainment.
- 4.2 The following restrictions are applied:
Citizens from the following countries are prohibited from participating in any games of the website: Republic of Costa Rica, Curacao, Dutch Caribbean Islands, USA, United Kingdom, France, and the Netherlands, as well as for the citizens of other countries where gambling is prohibited since 25/02/2018.
Please note that it is forbidden to play all website games in the countries mentioned above.

5. RULES FOR ALL USERS

- 5.1 The Users/Players are strictly forbidden from having more than 1 account.
- 5.2 The Users/Players are forbidden from buying, selling, or handing over an account.
- 5.3 The Users/Players are forbidden from getting an edge against the Company during gambling of the website without any risks. (E.g. playing with faucet, and winning from faucet then depositing to withdraw all the balance). Notably, earnings shall only be from faucets. The Company reserves the right not to authorize withdrawals.
- 5.4 The Users/Players are forbidden from doing business on the website (e.g. selling accounts and cryptocurrencies, mixing coins, and money laundering among others).
- 5.5 The Company can block your faucet ability without any warning.
- 5.6 If you are found to be in violation of these rules, the Company reserve the right to block/close/mute the user's account and invalidate any betting.
- 5.7 The user agrees to abide by all game rules designated by the Company.

6. DEPOSITS

6.1 Deposited amounts are available on the user's Account within a reasonable amount of time which is required to confirm the transaction by the blockchain network.

7. WITHDRAWALS

7.1 Due to the security measures the requests for withdrawal shall be processed by the Company's Support Service, the time of a request processing does not usually exceed 24 hours.

7.2 The minimum withdrawal amount is 0.1 ETH.

8. DISPUTES AND COMPLAINTS

8.1 If you have a complaint related to the Company's activities, please contact our Support Service via email. If any dispute is not resolved to satisfaction, the user may utilize any remedies prescribed by law.

9. INACTIVE USERS

9.1 If 12 months lapse since your last connection to your account, your account shall be deleted and the funds in your account will be transferred to the prize fund of Lotto 6/49.

10. ACCOUNT CLOSURE

10.1 You can close your Account at any time by contacting the Support Service via email.

10.2 The website reserves the right to close your account and to refund the "account balance" to you subject to the deduction of relevant withdrawal charges, at the Company's absolute discretion and without any obligation to state a reason or give prior notice.

11. TRANSFER OF AUTHORITY

11.1 At any time, without prior notice, the Company reserves the right to assign this agreement in entirety or in part. The user voids the right to assign his obligations and rights cited in the agreement.

12. MISCELLANEOUS PROVISIONS

12.1 No breach, under any circumstance, of any provision set forth in this agreement shall be in any way construed as a relinquishment of any provision of the agreement; including failure to require strict performance and compliance to any clause in the agreement introduced by the Company.

12.2 If any provision of this agreement is judged to be illegal or unenforceable, the continuation in full force and effect of the remainder of the provisions shall not be prejudiced.

12.3 The agreement constitutes a whole understanding and compliance between the user and the Company regarding the service. This agreement supersedes any prior agreement, understanding or arrangement between the user and Company.

13. PRIVACY POLICY

13.1 The User/Player hereby acknowledges and accepts that the Company shall collect and use your personal information in order to grant you access to use the website and participate in the games and services thereof.

13.2 The Company shall protect and respect your personal information and privacy in accordance with the relevant laws. The Company shall not disclose your personal information to any third parties, unless as required by law or if it is necessary for your participation in the relevant games or services.

13.3 The Company shall keep all your personal information and shall only be destroyed when required by law or if the information is no longer required for the originally intended purposes.

13.4 The Company's administrators shall also have access to your personal information in their professional capacity in order to assist you with your request to use our website.

13.5 The website reserves the right to require the user to provide the additional information for the KYC procedure (driver's license, passport and other documents).

13.6 You hereby acknowledge and accept that it is necessary for the website to collect your IP Address and browser information to prevent abuse of services provided on the website.

13.7 In order to make your visit to the website more user-friendly, to keep track of visits to the website and to improve the service, the website collects cookies (small text files containing information about your device). You may disable cookies in your browser settings, if you wish. We reserve the right to use a Player's nickname in any announcement about promotion results. Your personal information may be also used to inform you in case of news, changes, new services and promotions that may interest you. If you wish to unsubscribe from such direct marketing, you may contact the Support Service.

14. LIMITATION OF LIABILITY

14.1 The Company disclaims any and all warranties stated or implied. The services are provided "as is" and provide the user with no warranty or representation regarding the quality, fitness, accuracy or completeness of the service.

14.2 The Company shall not, under any circumstance, be liable for any special, incidental, direct, indirect or consequential damages not excluding negligence that may arise by use of the service. These damages include but are not limited to: loss of business profits, information, interruption or financial losses. The Company shall not be held accountable even if Company has prior knowledge of the possibility of occurrence of such damages.

14.3 The Company, its shareholders, directors, agents and employees shall not be held accountable for any claims, demands, liabilities, damages, losses, costs and expenses non-excluding legal fees and other charges that may occur as a result of: the user is breach in whole or in part of the agreement, the user's violation of any law or third party rights, use of the service.

14.4 The Company makes no warranty that the service will be uninterrupted, timely, error-free or that defects will be corrected.

14.5 To the extent permitted by law, our maximum liability arising out of or in connection with your use of the website, regardless of the cause of actions (whether in contract, tort, breach of warranty or otherwise), shall not exceed the value of the wagers you placed via your account in respect of the wager or product that gave rise to the relevant liability and in no other case exceed \$1,000 or equivalent in other currencies.

15. WAIVER

15.1 Neither you, nor the Company, its affiliates, heirs, administrators, or partners shall be responsible to the other for any delay or non-performance of its obligations under this agreement arising from any cause beyond its control including, without limitation to any of the following: act of God, governmental act, war, fire, flood, explosion or civil commotion.

16. INTELLECTUAL PROPERTY

16.1 The website and all of its original content are the sole property of the Company and are, as such, fully protected by the appropriate international copyright and other intellectual property rights laws.