

ALTO LUSSO LLC

GOLD COIN REFUND POLICY

Alto Lusso LLC • support@altolussocasino.com

IMPORTANT: All Gold Coin purchases are final upon payment. Refunds are a limited exception available only within 24 hours of purchase and only where neither the purchased Gold Coins nor any associated Sweepstakes Tokens have been used. If you contact us after this period, you may still be eligible for a refund at the Company's sole discretion. This Policy is part of, and governed by, Alto Lusso's Terms of Service.

1. Overview

This Gold Coin Refund Policy ("Policy") applies to all purchases of Gold Coins made through the Alto Lusso Platform (altolussocasino.com) and any associated applications. It sets out the limited circumstances in which a refund may be granted, the process for requesting one, and the consequences of chargebacks or payment disputes.

This Policy forms part of Alto Lusso's Terms of Service, which you agreed to when creating your Account. Defined terms used in this Policy have the same meaning as in the Terms of Service.

By making a purchase of Gold Coins, you acknowledge and agree that:

- All Gold Coin purchases are final upon payment.
- Refunds are a limited exception, not a standard right.
- Sweepstakes Tokens associated with a purchase are Company property and will be reversed if a refund is granted.
- Users must not use any purchased Gold Coins or associated Sweepstakes Tokens while a refund request is pending, as doing so will render the request ineligible.
- Chargebacks initiated without first following this Policy may result in immediate permanent Account suspension.

2. What Are Gold Coins?

Gold Coins are the digital currency purchased by users on the Alto Lusso Platform. They are used solely within the Platform for gameplay and entertainment purposes. Gold Coins:

- Have no cash value and are not redeemable for real money or prizes.
- Are a digital product delivered electronically to your Account at the time of purchase.
- Are distinct from Sweepstakes Tokens, which are free promotional bonus tokens that may be issued alongside certain Gold Coin purchases. Sweepstakes Tokens are Company property and have their own separate rules under the Terms of Service.

3. General Rule — All Sales Are Final

All Gold Coin purchases are final and non-refundable upon payment. This reflects the nature of digital goods, which are delivered immediately and electronically to your Account at the moment of purchase. Exceptions to this rule exist only in the narrow circumstances described in Section 4 below.

4. When a Refund May Be Granted

The Company may, in its sole discretion, approve a refund only if all of the following conditions are met:

4.1 Condition 1 — Request Within 24 Hours

The refund request must be submitted within twenty-four (24) hours of the time the purchase was completed. The purchase time is recorded by the Company's systems and is the definitive reference for this deadline.

If you contact us after the 24-hour window has elapsed, you may still be eligible for a refund at the Company's sole discretion depending on the circumstances. Requests outside this window are not guaranteed and will be evaluated on a case-by-case basis.

4.2 Condition 2 — Gold Coins and Sweepstakes Tokens Must Be Entirely Unused

The Gold Coins purchased must be entirely "unused" at the time the refund request is made and at the time the refund is processed. "Unused" means that none of the purchased Gold Coins, and none of any associated Sweepstakes Tokens issued in connection with that purchase, have been:

- Spent or used in any game or feature on the Platform;
- Redeemed for any purpose;
- Transferred to another Account (if applicable);
- Converted into Sweepstakes entries; or
- Otherwise used, accessed, activated, or consumed in any way within the Platform.

If even a single Gold Coin or Sweepstakes Token from the purchased package has been used, the entire purchase is ineligible for a refund.

4.3 Both Conditions Must Be Met

Both conditions the 24-hour time limit and the unused status of both Gold Coins and Sweepstakes Tokens must be satisfied simultaneously. Meeting one condition alone is not sufficient to qualify for a refund.

4.4 Condition 3 — Correct Account Information Required

All information submitted with a refund request must exactly match the information registered on your Account. If any submitted information is incorrect, incomplete, or does not match your registered Account details, the refund request will be voided in its entirety. In such cases, you will receive nothing: no Gold Coins will be returned, no Sweepstakes Tokens will be issued, and no other benefit or compensation will be provided. The order will be treated as fully consumed and no further action will be taken on the request.

5. How to Request a Refund

To request a refund, contact support within 24 hours of your purchase. If you are outside this window, you may still contact us, refunds may be considered at the Company's sole discretion. Follow these steps:

Step 1: Contact Support Immediately — Email support@altolussocasino.com as soon as possible after your purchase.

Important: Users must refrain from using, accessing, or redeeming any Gold Coins or Sweepstakes Tokens from the purchased package while a refund request is under review or processing. Any use of Gold Coins or Sweepstakes Tokens during this period will immediately render the request ineligible and the refund will be automatically denied.

Step 2: Include Required Information — Your refund request must include all of the following:

- Your Account username or registered email address;

- The order number or transaction reference for the purchase;
- The date and time of the purchase;
- The amount paid and the Gold Coin package purchased; and
- A written statement confirming that none of the purchased Gold Coins or associated Sweepstakes Tokens have been used, accessed, redeemed, or consumed in any way.

Step 3: Await Review — The Company will review your request. We may require additional information to evaluate eligibility. Submitting a request does not guarantee approval.

Step 4: Outcome — If approved, the refund will be processed to your original payment method within a reasonable timeframe (processing times may vary by payment provider). If denied, you will be notified.

Important: Do not initiate a chargeback or payment dispute with your bank or card provider while a refund request is pending. Doing so may result in immediate permanent suspension of your Account. See Section 7 below.

6. What Happens When a Refund Is Approved

If a refund is approved, the following will occur simultaneously:

- The purchase amount will be refunded to your original payment method.
- The corresponding Gold Coins will be reversed and removed from your Account.
- Any Sweepstakes Tokens issued in connection with that purchase will be reversed and removed from your Account.
- Any Sweepstakes entries obtained using those Sweepstakes Tokens will be voided.
- Any benefits, bonuses, or promotional items associated with that purchase will be cancelled.

The Company's records will be the definitive reference for the Gold Coin and Sweepstakes Token balances associated with your Account. If the Company is unable to fully reverse the associated Tokens or entries (for example, because a Sweepstakes drawing has already taken place), the refund request may be denied.

7. Chargebacks & Payment Disputes

Initiating a chargeback, payment reversal, or dispute with your bank, card provider, or payment processor without first completing the refund request process described in Section 5 above is a violation of Alto Lusso's Terms of Service and may result in:

- Immediate and permanent suspension of your Account;
- Reversal and forfeiture of all Gold Coins and Sweepstakes Tokens in your Account;
- Voiding of all Sweepstakes entries; and
- The Company pursuing recovery of any losses caused by fraudulent chargebacks, including reporting the matter to payment providers and/or relevant authorities.

The Company takes chargeback abuse seriously. If you have a genuine concern about a charge, please contact support first. We are committed to addressing legitimate issues through our internal process. Account suspensions resulting from chargebacks are generally permanent. You may contact support to contest a suspension, but reinstatement is at the Company's sole discretion.

8. When Refunds Will Be Denied

The Company reserves the right to deny any refund request, in its sole discretion, including in the following circumstances:

- The request is submitted more than 24 hours after the time of purchase (requests after this window may still be considered at the Company's sole discretion).

- Any Gold Coins or associated Sweepstakes Tokens from the purchase have been used, accessed, redeemed, or consumed in any way.
- The Company suspects the request involves fraud, abuse, or bad faith.
- The account shows a pattern of repeated refund requests indicative of abuse.
- A chargeback has already been initiated for the transaction.
- The account is under investigation, suspended, or has been terminated.
- The Company is unable to verify that the purchased Gold Coins and Sweepstakes Tokens were unused.
- The refund request does not include the required information set out in Section 5.
- The purchase was made using a payment account that does not match the verified payment account associated with the user's Account (see Section 9).

9. Unverified or Mismatched Payment Account

9.1 Requirement

All purchases must be made using the payment account that has been verified with the Company. Purchasing Gold Coins using a payment account that does not match your verified account ("Mismatched Purchase") is a policy violation.

9.2 Transaction Voiding

If a Mismatched Purchase is identified by the Company, the entire transaction will be voided. This means:

- The charge will be reversed in full — you will not be charged for the purchase.
- No Gold Coins will be credited to your Account.
- No Sweepstakes Tokens will be issued in connection with that purchase.
- No other benefit, credit, or compensation will be provided.

The transaction will be treated as though it never occurred. The Company's records are the definitive reference for whether a purchase was made using a verified payment account.

9.3 If You Are Charged or Receive Tokens from a Mismatched Purchase

If you are unexpectedly charged, or if Gold Coins or Sweepstakes Tokens are credited to your Account in connection with a Mismatched Purchase, you must contact support at support@altolussocasino.com immediately.

Failure to report a Mismatched Purchase and any associated credits promptly may result in:

- Immediate suspension or permanent termination of your Account;
- Reversal of all Gold Coins and Sweepstakes Tokens credited through the Mismatched Purchase, without compensation;
- Voiding of any Sweepstakes entries obtained using those Tokens; and
- In cases where the Company determines that retention of the benefit was intentional or constitutes misrepresentation, the matter may be referred to the relevant payment provider, financial institution, or law enforcement authorities, which may constitute fraud or other criminal conduct under applicable law.

The Company reserves the right to take any action it deems appropriate to remedy the effects of a Mismatched Purchase, including voiding transactions, reversing credits, suspending accounts, and pursuing legal remedies.

9.4 Erroneous Charges

If you believe you have been charged in error for example, if a transaction was processed when it should not have been, if you were charged an incorrect amount, or if a transaction was duplicated you must contact support at support@altolussocasino.com immediately and provide:

- Your Account username or registered email address;
- The transaction reference or order number;
- The date, time, and amount of the charge; and
- A description of why you believe the charge was made in error.

Do not initiate a chargeback for an erroneous charge without first contacting support. The Company will investigate and, if the charge is confirmed to be an error, will void the transaction and reverse the charge. This process protects your Account from the chargeback-related consequences described in Section 7.

The Company is not responsible for delays caused by third-party payment processors or financial institutions in reversing erroneous charges once they have been confirmed by the Company.

10. Account Status & Refunds

Your Account status may affect your ability to request or receive a refund:

- **Suspended Accounts:** If your Account is suspended (including as a result of winning a Sweepstakes, requesting a cancellation, or being determined non-winning), refund processing may be paused until the suspension is resolved. You must contact support to request unsuspension before a refund request can be evaluated.
- **Terminated Accounts:** If your Account has been permanently terminated, refund eligibility will be evaluated subject to applicable law and the circumstances of the termination.
- **Accounts Under Investigation:** Refund requests submitted while an Account is under investigation may be held pending resolution of the investigation.

11. Contact

For all refund requests, erroneous charge reports, and related inquiries, contact Alto Lusso LLC support:

Alto Lusso LLC

Support Email: support@altolussocasino.com

Website: altolussocasino.com

Response times: We aim to respond to all refund and billing inquiries within three (3) to five (5) business days of receipt. Given the 24-hour eligibility window, please contact us immediately if you wish to request a refund or report an erroneous charge.

Quick Reference Summary

Can I get a refund?

- Yes, only if: (1) you request it within 24 hours of purchase AND (2) neither the purchased Gold Coins nor any associated Sweepstakes Tokens have been used in any way. If you contact us after 24 hours, a refund may still be considered at the Company's sole discretion.
- Automatic denial if: any Gold Coins or Sweepstakes Tokens have been used, a chargeback was initiated, or fraud/abuse is suspected.

How do I request one?

- Email support@altolussocasino.com with your account details, transaction reference, purchase time, amount, and a written statement confirming that no Gold Coins or Sweepstakes Tokens have been used, accessed, or redeemed.

What happens to my Sweepstakes Tokens?

- If a refund is approved, all associated Sweepstakes Tokens and entries are reversed and voided simultaneously.

What if I used a different payment account?

- The entire transaction will be voided — you will not be charged, and no Gold Coins or Sweepstakes Tokens will be issued. If you were charged or received tokens in error, contact support immediately. Failure to report this may result in Account suspension and potential referral to authorities.

What if I was charged by mistake?

- Contact support@altolussocasino.com immediately with your transaction details. Do not file a chargeback — the Company will investigate and reverse any confirmed erroneous charges directly.

What if I file a chargeback instead?

- Your account may be immediately and permanently suspended. Always contact support first.