



Peter Jørgensen

Hi Mystake, It would be nice if you would answer me soon enough. :-) Now yet 19 hours since my last try to reach out to you, and soon 4 days since you last did

tor. 11. nov. 14.10 (for 19 timer siden) ☆



Support Mystake

til mig ▾

tor. 11. nov. 14.14 (for 19 timer siden) ☆ ↶ ⋮

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Dear Customer,

We are contacting with you regarding your request about the refund of the deposited funds.

As we have stated in our previous correspondence, in accordance to our Terms and Conditions, Article 9 (Use Of Player Account)

Only one Account is allowed per person, household or IP address. Creating multiple player Accounts by a single player can lead to termination of all such accounts.

According to the Terms and Conditions of the website, Article 10 (Anti Fraud Policy)

The Company has a strict anti-fraud policy and utilizes various anti-fraud tools and techniques.

The company has zero tolerance to advantage play. If the player will try to gain unfair advantage, the Company reserves the right to terminate such Account(s) and suspend all payouts to the player. This decision is at sole discretion of the Company.

In accordance to higher mentioned Terms and Conditions, your request of the refund will not be taken under fulfillment.

Kind Regards,
Compliance Manager

Wednesday, 10 November 2021, 22:39 +0400 from pjoergensen89@gmail.com <pjoergensen89@gmail.com>:



Peter Jørgensen <pjoergensen89@gmail.com>

til Support ▾

tor. 11. nov. 14.25 (for 19 timer siden) ☆ ↶ ⋮

Hi,

But I didnt try to gain unfair advantage? - Why would I deposit €310 at a place where I would never have the chance to win?

I honestly didnt know I had an account already.

Also from your terms and conditions: Point 10:

The Company has zero tolerance to advantage play. Any Player who will try to gain advantage of casino welcome offers or other promotions agrees that Company reserves the right to void bonuses and any winnings from such bonuses, for the reasons of:

Use of stolen cards;

Chargebacks;

Creating more than one account in order to get advantage from casino promotions;

Providing incorrect registration data;

any other actions which may damage the Company.

The Company reserves the right to close Your Account and to refund to You the amount on Your Account balance, subject to deduction of relevant withdrawal charges, at Company's absolute discretion and without any obligation to state a reason or give prior notice.

In order to verify Player's Account, We require documents (ID, payment systems, utility bills etc.) in Latin or Cyrillic alphabet. In case Player doesn't have an opportunity to provide documents in above-mentioned alphabets company reserves the right to demand video verification where Player shows his/her documents.

We may request from You the verification of Your identity at any time and You must provide Us with any and all proof of Your identity. In case You fail to provide Us with the requested proof of identity, We reserve the right to terminate the Account and/or hold the funds on the Account until the account is verified.

So, where does it say you can take my money?

Med venlig hilsen
Peter Jørgensen



Peter Jørgensen <pjoergensen89@gmail.com>

til Support ▾

tor. 11. nov. 15.01 (for 18 timer siden) ☆ ↶ ⋮



Peter Jørgensen <pjoergensen89@gmail.com>
til Support ▾

11. nov. 2021 15.01 (for 18 timer siden) ☆ ↩ ⋮

Compliance manager?

Please let me know where it states you should not return my money? So it actually states you should refund it.

Also as said, this was not done intentionally - but it seems you dont care about that fact - but I can also start prove - that it was not done because I wanted to take advantage of you - I know very well that it would end up me loosing if I won - if I lost, I wouldnt even know I had a dupe account, and I wouldt have reacted.

I really dont understand why €310 are worth while stating false terms, delaying this process, for me to involve Affiliates, AskGamblers, etc.

I am not going to have a personal vendetta against you. I have been honest in my reviews, you'll se when its approved on AskG'ees, and I will also note it when this dispute is over.

Best,
Peter



Peter Jørgensen <pjoergensen89@gmail.com>
til Support ▾

07.58 (for 1 time siden) ☆ ↩ ⋮

Good morning,

How are you today?

Would you mind answering my two last emails? Also please with arguments to the facts I lay out for you? Would be kind of you.

Best Regards
Peter
