

## Refund Policy

### Prosperous Play US Limited Liability Company

**Effective Date:** January 16, 2026

#### 1. Overview

This Refund Policy ("Policy") governs all purchases of virtual social currency ("Gold Coins") made through the Midasjackpots.com platform (the "Platform"). Our Platform provides social gaming for entertainment purposes.

By purchasing Gold Coins, you acknowledge that you are acquiring a limited, nontransferable, and revocable license to use virtual goods. These items have no real-world value.

#### 2. Nature of Purchases

**2.1 Virtual Commodity:** All purchases are for **Gold Coins** only. Any promotional entries ("Sweeps Coins") provided are complimentary bonuses and are never available for purchase.

**2.2 Immediate Consumption:** Gold Coins are deemed fully consumed and the service fully rendered immediately upon being credited to your account.

**2.3 Final Sale:** Except as expressly stated in this Policy or required by applicable law, all purchases are final and non-refundable.

#### 3. Limited Refund Eligibility

Refunds are granted at the sole discretion of the Company and will only be considered in the following cases:

- **Confirmed Technical Error:** If a User was successfully charged but the purchased Gold Coins were not credited to their account due to a verified system failure.
- **Unauthorized Activity:** If a purchase was made fraudulently by a third party using the User's payment method, provided the User provides a formal police report and the coins remain unused.
- **Jurisdictional Ineligibility:** If a User is found to be located in a restricted state (e.g., Washington, Idaho, etc.) and has not yet used any portion of the purchased Gold Coins or associated promotional entries.

#### 4. Non-Refundable Situations

Refunds will **not** be issued under any circumstances if:

- Any portion of the Gold Coin package or associated promotional entries (Sweeps Coins) has been used, played, or transferred.
- The request is based on the outcome of a game or dissatisfaction with the platform's features.
- The request is made more than 48 hours after the transaction date.
- The User's account has been suspended or terminated due to a violation of the Terms of Service.
- The User has initiated a chargeback or payment dispute with their bank/card issuer.

## **5. Chargebacks and Payment Disputes**

**5.1 Mandatory Support Contact:** Users agree to contact support@midasjackpots.com to resolve any billing issues before contacting their bank.

**5.2 Friendly Fraud Policy:** Initiating a chargeback for a valid purchase is considered "friendly fraud." The Company reserves the right to:

- Permanently suspend the User's account.
- Forfeit all remaining virtual currency and promotional entries.
- Pursue legal action or report the debt to collection agencies and credit bureaus.

## **6. Processing and Deductions**

**6.1 Administrative Fee:** All approved refunds are subject to a 10% administrative fee to cover non-refundable merchant processing costs incurred by the Company.

**6.2 Original Method:** Refunds will only be issued to the original payment method used for the purchase.

**6.3 Timeline:** Once approved, refunds may take 7–10 business days to appear on your statement, depending on your financial institution.

## **7. Refund Request Process**

To submit a request, you must email support@midasjackpots.com from your registered email address with the following:

- Full Name and Account ID.
- Transaction Date and Transaction ID.
- Specific reason for the refund request.

- A copy of a government-issued ID

## **8. Policy Updates**

Prosperous Play US Limited Liability Company reserves the right to amend this Policy at any time. Changes are effective immediately upon posting. Your continued use of the Platform after changes are posted constitutes acceptance of the new terms.

## **9. Contact Information**

**Prosperous Play US Limited Liability Company**

**Email:** [support@midasjackpots.com](mailto:support@midasjackpots.com)