

## Terms and Conditions

Chancier B.V. is a company established under the laws of Curacao, with registered address at Kaya Richard J. Beaujon Z/N, Curacao and having its gaming sublicense No. 1668/JAZ issued by Curacao e-Gaming and all rights to operate the gaming software. BFS Bloom Freestyle is a company established under the laws of Cyprus, with registered address at Flamoudiou, 13, Strovolos 2036, Nicosia, Cyprus and providing payment services as a payment agent under Chancier B.V.

These Terms & Conditions apply to you, and are binding upon you, if you Participate at 10CRIC.

By Participating, you agree that you have read and understood these Terms & Conditions and you acknowledge that these Terms & Conditions shall apply to you.

If you do not agree to any of these Terms & Conditions, you should stop using the Service immediately.

By marking the box labelled "I am at least 18 years old and have read and accept the Terms & Conditions and Privacy Policy" as part of the registration process, you agree to be bound by these Terms & Conditions, which include and are inseparably linked to our Privacy Policy, Responsible Gambling Policy, Betting Rules, Casino and Games Rules, General Promotion Terms and other promotion-specific terms relevant to your Participation.

You are bound by the Terms & Conditions in any event if you use the Service, including, but not limited to, initiating or making a deposit through the Service or submitting your deposit details to us.

Changing the terms of use

10CRIC reserves the right to make changes to the Terms of Use at any time. We will ensure that any significant changes to the Terms of Use will be notified to you by an appropriate method (for example, by email or via a notice on the Website) before such changes come into effect. It is your responsibility to ensure that you agree with any significant changes made to the Terms of Use and your continued use of the Website will be deemed to be your acceptance of any changes that we may make.

### 1. Definitions

In these Terms & Conditions:

**"10CRIC"** means the brand and all products offered 'Online' (accessed via a computer or laptop) via [www.10cric.com](http://www.10cric.com) and 'Mobile' (accessed via a mobile phone or tablet) and other similar URLs used from time to time. This includes: Sports, Live Betting, Virtuals, Casino, Games and Live Casino.

**"The Group"** means the Operator or any entity associated with the Operator, including third-party service providers of the Operator.

**"Closed Account Customer"** means a person whose registered account has been closed, de-registered or excluded by either us or you;

**"Customer/s"** mean(s) a Registered Customer or a Closed Account Customer;

**"Intellectual Property"** means trademarks and trade names, whether registered or not, including trade mark applications and registered trademarks, with the goodwill which attaches in such trade names and trademarks, domain names, getup, trade dress and trading style, including without limitation as presented in websites; domain name registrations and any variations thereof now and in the future; any copyright in the getup, trade dress or trading style, any right or license under copyright to use such getup, trade dress or trading style, any software code, architecture of software, look and

feel of software, or any other intellectual property, owned by or licensed to us, in each case in any part of the world.

**“Offering”** means any and all games / offerings by 10CRIC.

**“Operator”** means the operator of the Website.

**“Participate”** means any of the conduct described in section 4 below, including visiting 10CRIC, playing on any part of the Offering or using our Website in any manner whatsoever.

**“Registered Customer”** means a person who has successfully registered an account with us in the manner described in clause 4 and the account is considered ‘open’.

**“Service”** means the availability and provision of the Website that enables you to Participate.

**“we/us/our”** means the Operator together with (where context permits) its holding companies, Affiliates and/or associated companies.

**“Website”** means www.10cric.com and other similar URLs used from time to time.

**“You/Your”**, also referred to as “Customer”, means any person who enters 10CRIC and Participates in any part of the Offering provided by 10CRIC.

## **2. About 10CRIC**

10CRIC is a brand managed by the Operator.

The Customer ‘Gaming Contract’ is held with the Operator and is entered into upon the successful registration of an account at 10CRIC.

## **3. Your Participation at 10CRIC**

### **3.1. Restrictions**

You may only Participate at 10CRIC if you are over 18 years of age.

It is illegal to Participate at 10CRIC if you are under 18 years of age.

We do not warrant the legality of your Participation at 10CRIC in terms of the laws of jurisdiction in which you are located.

For various legal or commercial reasons, we do not permit accounts to be opened by, or used from, customers based or residing in certain jurisdictions, including, but not limited to: Afghanistan, Aruba, American Samoa, Australia and its territories, Belgium, Brazil, Bulgaria, China, Colombia, Cuba, Curacao, Czech Republic, Denmark, Egypt, Estonia, French Republic and its territories, Germany, Greece, Guam, Hong Kong, Hungary, Iran, Iraq, Ireland, Israel, Italy, Jordan, Kenya, Lebanon, Libya, Macau, Malaysia, Mozambique, Myanmar (Burma), Netherlands, Nigeria, North Korea, Northern Marianas Islands, Pakistan, Palestinian Authority, Portugal, Puerto Rico, Romania, Rwanda, Senegal, Singapore, Slovakia, Slovenia, South Africa, Spain, Sudan, Switzerland, Sweden, Syria, Taiwan, Tanzania, Turkey, United Kingdom and Crown Dependencies, United States of America, United States Minor Outlying Islands, United States Virgin Islands, Vatican City, Yemen, Zimbabwe.

Any person who is knowingly in breach of this section 3.1, including any attempt to circumvent this restriction, for example, by using a VPN, proxy or similar service that masks or manipulates the identification of your real location, or by otherwise providing false or misleading information regarding your location or place of residence, or by making bets or wagers using the Website through a third

party or on behalf of a third party is in breach of these Terms & Conditions. You may be committing fraud and may be subject to criminal prosecution.

### **3.2. Acceptance**

By accepting these Terms & Conditions you are fully aware that there is a risk of losing money when gambling and you are fully responsible for any such loss. You agree that your Participation at 10CRIC is at your sole option, discretion and risk. In relation to your losses you shall have no claims whatsoever against 10CRIC or any partner, or respective directors, officers or employees.

### **3.3. Eligible Customers**

You may not Participate at 10CRIC if you, or a member of your household, is or was during the past three (3) years, employed by the Operator or any entity associated with the Operator, including third-party service providers of the Operator.

### **3.4 Access and Use of Website**

Access to 10CRIC is permitted on a temporary basis, and we reserve the right to withdraw, suspend or amend any aspect or feature of the Website without notice. If the need arises, we may suspend access to parts of our Website or the entire Website for maintenance purposes. We will not be liable if, for any reason, our Website is unavailable at any time or for any period.

We may, in our absolute discretion, change the content (including betting products or elements of the betting product) of our Website at any time (provided such changes do not affect games and/or bets already in progress).

You shall use the Website for your own personal and non-commercial use only and shall not be allowed to provide access or reproduce the Website or any part of it in any form whatsoever without our express consent, including creating links to it.

You shall not use the Website for any purpose which is or is likely to be considered to be defamatory, abusive, obscene, unlawful, of a racist, sexist or other discriminatory nature, or which could cause offence.

You must not misuse the Website by knowingly introducing viruses, Trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to the Website.

You are solely responsible for making all arrangements necessary for you to have access to the Website. We will not be liable for any losses caused to you by the internet or any telecommunications service provider which you have engaged in order to access the Website.

If you want to report an error or have any questions, please contact the 'Customer Support Team'.

### **3.5. Identification Documentation**

To participate at 10CRIC, you are required to enter your personal details during the account registration process. Personal details include, but are not limited to: first name, surname, address, date of birth etc. The 'Know Your Client' procedure will be carried out when a Customer makes a deposit into their Customer account.

Upon making a withdrawal request you may also be required to send in valid identification documents proving your age and address. Upon such request, the withdrawal will not be processed for payment

until 10CRIC has received all requested identification documents. Acceptable identification documentation includes, but is not limited to:

1. copy of a valid photographic identification document, such as a Passport or Driver's License;
2. copy of a recent utility bill confirming residence, such as an electricity bill, telephone bill etc. (important: the utility bill must not be older than 3 months); and
3. copy of a recent credit / debit / bank account statement (note: the account statement must relate to a financial method used and must not be older than 3 months).

### **3.6. Age Verification Policy and Identification**

The payment of a withdrawal request will only be made to a Registered Customer. You hereby authorise us and our designated agents, as and when we require, to confirm your identity and to clarify your right to use, and the source of, the money that you have wagered at 10CRIC.

We may withhold any funds in your 10CRIC Customer account until your age is successfully verified. If, on completion of the age verification process, you are found to be underage, 10CRIC will return to you any deposits made on the account, having voided all winnings and/or bonuses.

### **3.7. Risk**

You accept that your Participation at 10CRIC is at your sole option, discretion and risk. Further, you agree that your Participation at 10CRIC is for your own personal entertainment and non-professional use and that you are acting on your own behalf.

### **3.8. Acceptable Use**

You represent, warrant and agree that you will comply with all applicable laws, statutes and regulations in relation to your use of the Website and the Service. We are not responsible for any illegal or unauthorised use of the Website or the Service by you. By accepting these Terms & Conditions you agree to assist us, to the extent that you are able, with the compliance with applicable laws and regulations.

## **4. Your Account**

### **4.1. Single Account**

Your Account must be registered in Your own, correct, name and personal details and it shall only be issued once for You and not duplicated through any other person, family, household, address (postal or IP), email address, Access Device or any environment where Access Devices are shared (e.g. schools, workplaces, public libraries etc) and/or account in respect of the Services. Any other accounts which You open with us, or which are beneficially owned by You in relation to the Services shall be "**Duplicate Accounts**". We may close (at our sole discretion) any Duplicate Account (but shall not be obliged to do so).

### **4.2. Accuracy**

You are required to keep your registration details up to date at all times. If you change your address, e-mail, phone number or any other contact or personal information, please contact [support@10cric.com](mailto:support@10cric.com) in order to update your account information. The name that you provide 10CRIC at registration must be identical to that listed on your government issued identification.

### **4.3. Password**

The Customer account registration process requires you to choose your own user name and password combination. You must keep this information secret. Any actions carried out through your account will stand if your user name and password have been entered correctly. 10CRIC can bear no responsibility for unauthorized use or misuse of personal details.

### **4.4. Verification of Bank Details**

If you use a credit/debit card and/or a financial/bank account for transactions at 10CRIC, the account/cardholder's name MUST be the same as the name you used when registering a 10CRIC account. Should the name you registered on the 10CRIC account and the name that appears on your credit/debit card and/or financial/bank account differ in any way, your account may be suspended. Should your account be suspended, we recommend that you contact [support@10cric.com](mailto:support@10cric.com) for details regarding our verification process.

### **4.5. No liability**

10CRIC shall accept no liability for any damages or losses which are deemed or alleged to have arisen out of or in connection with your Participation; including and without limitation, delays or interruptions in operation or transmission, loss or corruption of data, communication or lines failure, any person's misuse of the Offering or Website, its content or any errors or omissions in the Website's content.

### **4.6. Dormant / Inactive Accounts**

10CRIC will consider an account to be dormant/inactive after a period of 6 months since the last account login. 10CRIC shall endeavour to contact the Customer prior to designating an account as Dormant. In case no response is received from the Customer within 7 days of the date on which 10CRIC has attempted to contact the Customer, the account will be designated as Dormant.

Once your Customer account has been designated as a Dormant account, 10CRIC shall be entitled to charge you a monthly administration fee of €5 (or the equivalent value of the Customer's chosen currency) (the "Administrative Fee"). The first Administrative Fee will be charged at the end of the 6th month after the last account login was recorded. 10CRIC will cease the deduction of any Administrative Fee should the Customer login into his account during the Dormancy period.

### **4.7. Account Transfers**

The transfer of funds between individual accounts is strictly prohibited. It is prohibited for Customers to sell, transfer and/or acquire accounts to/from other Customers.

### **4.8. Interest**

Any funds held in your Customer account shall not attract interest.

### **4.9. Account Suspension**

10CRIC reserves the right to suspend, close or terminate your Customer account at its sole discretion, should you be suspected of:

1. having unlawfully obtained winnings; or
2. having violated these Terms & Conditions.

You will be notified of 10CRIC's decision via e-mail. During any suspension period, it will not be possible for you to unlock the account.

#### **4.10. Account Closure**

If you wish to close your Customer account, please contact [support@10cric.com](mailto:support@10cric.com) for assistance. Our Self-Exclusion procedures are summarised at clause 9.2 of these Terms & Conditions and are set out in detail in our Responsible Gambling Policy.

#### **4.11. Change**

10CRIC reserves the right to suspend, modify or remove or add content to the Website or Services at its sole discretion with immediate effect and without notice. We shall not be liable to you for any loss suffered as a result of any changes made or for any modification or suspension of or discontinuance of the Website or Services and you shall have no claims against 10CRIC in such regard.

### **5. Deposits and Withdrawals**

#### **5.1. Identification Checks**

10CRIC must successfully receive and verify your identification documents, either via internal means or a third party, before you can make a Withdrawal from your account.

#### **5.2. Credit Checks**

10CRIC reserves the right to run external verification checks on all cardholders with third party credit agencies on the basis of the information provided on registration.

#### **5.3. Records**

It is the cardholder's responsibility to retain copies of transaction records and these Terms & Conditions as updated from time-to-time.

#### **5.4. Withdrawals**

The minimum withdrawal amount and the time that the withdrawal will take to process, are dependent on the payment method selected, as shown in Withdrawals. Upon Withdrawal request, we may, at our entire discretion, review play activity and confirm the player identification to comply with the "know your client" and anti-money laundering requirements. Further, these time frames are indicative of the regular timescale for internal payout confirmation in business days and represent estimates only.

As outlined in section 5.4, if a financial account and/or credit/debit card has been used to deposit funds, the name registered on the Customer account held with 10CRIC must correspond to the name registered on the financial account/card. In the case of a request to pay funds via Direct Bank Transfer, the acquiring bank account must be held in the same name as used during registration of the Customer account. 10CRIC reserves the right to require the use of the same payment method for withdrawal as was used to deposit, or a specific payment method at our own discretion.

Please note that withdrawals may experience a slight delay due to our identity verification process and certain deposit methods will require additional verification at time of Withdrawal. In the case of a withdrawal being made for the first time, a large withdrawal or changes being made to payment options, we may take additional security measures to ensure that you are the rightful recipient of the funds.

Where applicable, 10CRIC may, at its sole discretion, reverse/refund a Customer's deposited funds instead of processing a withdrawal transaction via another or the same payment method.

The maximum Withdrawal amount for any given month (any 30-day period) is €20,000.00 or currency equivalent.

Only one (1) credit/debit card or bank transfer withdrawal per month (any 30-day period) is processed without an additional operational fee. Additional credit/debit card or bank transfer withdrawals may attract an additional operational fee of €5.

Please note that you are unable to withdraw unless you roll over your deposit at least 1 time on odds equal or greater than 1.1 prior to requesting the withdrawal.

### **Withdrawal Timeframes**

Please note that the withdrawal timeframes vary depending on the payment method you choose, as follows:

- Bank Transfer – up to 10 banking business days;
- E-Wallets – up to 48 hours;
- Credit/debit Cards – up to 30 business days

Please note that withdrawals may experience a slight delay due to our identity verification procedure as outlined in section 3.5. and section 5.1. of these Terms and Conditions.

10CRIC shall not be liable or responsible for any withdrawal delay that is caused by events outside of its control and/or technical issues or other issues that might occur depending on the chosen withdrawal method and/or events depending exclusively on third parties such as but not limited to events depending on provider of chosen withdrawal method.

### **5.5. Deposits**

The minimum deposit amount, and the time that the deposit will take to process, are dependent on the payment method selected, as shown in Deposits. Further, these time frames are indicative of the regular timescale for deposit confirmation in business days and represent estimates only.

In accordance with our anti-money laundering obligations (please see section 13.3), we reserve the right to raise queries or demand documentation related to the source of the deposited funds. If the provided information and/or documentation is not viewed as satisfactory, 10CRIC may suspend/terminate the Customer's account and pass on any necessary information to the relevant authorities.

You are not allowed to use credit or debit cards that are not registered in your name. Should 10CRIC detect or suspect that any other person is using the account except for You, then 10CRIC reserves the right to suspend or close the account and retain any funds in its absolute discretion.

### **5.6. Updating Payment Details**

Updating or adding additional payment details for the sole purpose of making a withdrawal may only be done by contacting [support@10cric.com](mailto:support@10cric.com).

## **5.7. Error**

A number of circumstances may arise where a bet or wager is accepted, or a payment is made, by us in error. Should funds be credited to a Customer's account or credited to a financial account and/or credit/debit card in error, it is the Customer's responsibility to notify 10CRIC of the error without delay. You will forfeit any bonus funds or winnings that result from any such error. In such a scenario, the stake or wager will be refunded to Your Account. We reserve the right to withhold all or part of your balance and/or recover from your account deposits, pay outs, bonuses, and any winnings that are attributable to said error.

## **5.8. Refunds**

10CRIC is not liable for any lag, downtime, server disruptions, or any technical or political disturbance to the game play, or the event upon which bets are placed. Refunds, under such circumstances, may be given solely at the discretion of the 10CRIC. 10CRIC will always pursue what it deems to be the fairest solution in such cases.

A player may withdraw deposited funds that have been not wagered only upon request by contacting Customer Support at [support@10cric.com](mailto:support@10cric.com).

In circumstances where a player makes a deposit by mistake he/she can request a withdrawal by contacting Customer Support at [support@10cric.com](mailto:support@10cric.com).

In any other circumstances, refunds may be given solely at the discretion of 10CRIC.

The method(s) by which 10CRIC pays withdrawal is directly dependent upon the payment method(s) by which the player has submitted his/her deposit(s) in the past, and the amounts of those deposit(s).

In the event the player has spent the account balances in his/her own discretion the policies stipulated in this section are not applicable.

No claims against 10CRIC in such regard are viable.

## **6. Promotion Terms**

### **6.1. Separate Terms and Conditions**

10CRIC may, from time to time, offer promotions and/or competitions which are governed by separate terms and conditions. Any promotions, bonuses or special gifts credited to your account must be used in adherence with such terms and conditions.

10CRIC's promotion terms, which comprise part of these Terms & Conditions, may be found at General Promotional Rules

In the event and to the extent of any conflict between these Terms & Conditions and any promotion-specific terms and conditions, the promotion-specific terms and conditions shall prevail.

### **6.2. Right to Rescind**

10CRIC reserves the right to withdraw any promotion, competition, bonus or special offer at any time.

## **7. Privacy Policy**

10CRIC is committed to protecting and respecting your privacy. Further, the 10CRIC complies with all applicable data protection and privacy laws. If you do not understand how we handle or use the personal information you provide us, we recommend that you review our Privacy Policy.



Our Privacy Policy is inseparably linked to these Terms & Conditions and its acceptance is a prerequisite to account registration.

By agreeing to the migration of an existing account from another brand to the Operator, you hereby consent, in addition to the transfer of your account balance, to the transfer of your personal information, including your full name, date of birth, registered methods of deposit, contact information, contact records and details of past transactions and visits.

You hereby consent to receive marketing communications from the Operator in respect of its offerings by way of email, post, SMS and telephone notifications (including auto-calling), any of which you may unsubscribe from at any time by contacting [support@10cric.com](mailto:support@10cric.com).

## **8. Responsible Gambling**

### **8.1. Policy**

10CRIC is committed to offering its Customers a fun and friendly online gaming experience, whilst also recognizing that gambling can cause problems for a minority of individuals. For this reason, 10CRIC actively supports Responsible Gambling and encourages its Customers to make use of its Responsible Gambling features so as to better manage their Customer account.

We refer to you our Responsible Gambling Policy for full details.

### **8.2. Self-Exclusion**

You may, at any time, request a Self-Exclusion from 10CRIC. To view the various Self-Exclusion options available, please refer to our Responsible Gambling Policy.

10CRIC is committed to providing excellent customer service. As part of that pledge, 10CRIC is committed to supporting Responsible Gambling. Although 10CRIC will use all reasonable endeavours to enforce its Responsible Gambling policies, 10CRIC does not accept any responsibility or liability if you nevertheless continue gambling and/or seek to use the Website or Service with the intention of deliberately avoiding the relevant measures in place and/or 10CRIC is unable to enforce its measures/policies for reasons outside of 10CRIC's reasonable control.

## **9. Intellectual Property**

You acknowledge and agree that all right, title and interest in the Intellectual Property is our absolute property or duly licensed to us. Any use of the Intellectual Property without our prior written consent is not permitted. You agree not to (and agree not to assist or facilitate any third party to) copy, reproduce, transmit, publish, display, distribute, commercially exploit, or tamper with the Intellectual Property in any manner whatsoever.

You acknowledge and agree that the material and content contained within the Offering and the Website is made available for your personal, non-commercial use only. Any other use of such material and content is strictly prohibited.

## **10. Interruptions in Play**

### **10.1. No warranties**

The Service, Offering and the Website are provided on an "as is" basis and to the fullest extent permitted by law, we make no warranty or representation, whether express or implied, in relation to

the satisfactory quality, fitness for purpose, completeness or accuracy of the Service, Offering or Website.

## **10.2. IT Failure, Malfunctions or Interruption**

Where unexpected system flaws, faults or errors occur in the software or hardware which we use to provide the Website we will take immediate steps to remedy the problem. We do not accept any liability for IT failures which are caused by your equipment used to access the Website, or faults which relate to your internet service provider, computer malfunctions, failure of telecommunications services or internet connections, nor attempts by you to Participate at 10CRIC by methods, means or ways not intended by us.

In case of a misconfigured promotion or pay-table and/or error in gaming software in any way, 10CRIC reserves the right to alter Customer balances and account details to correct such mistakes. 10CRIC reserves the right to remove any part of the Offering from the Website at any time. Any part of the Offering that indicates incorrect behaviour affecting pay outs, game data or other balances, that may be due to misconfiguration or a bug, will be cancelled and removed from the Website. The Customer's balances and account details may be altered in such cases in order to correct any mistake.

Further, live television and other broadcasts which are provided to you as part of any 10CRIC offering may be delayed, which will lead to others processing more up-to-date information in relation to such broadcasts. In the event of any particular information (score, time of game, etc.) being incorrect we assume no liability for this.

## **10.3. Viruses**

Although we shall take all reasonable measures to ensure that the Website and Offering are free from computer viruses we cannot and do not guarantee that the Website and Offering are free of such problems. It is your responsibility to protect your systems and have in place the ability to reinstall any data or programs lost due to a virus.

## **10.4. Service Suspension**

We may temporarily suspend the whole or any part of the Service for any reason at our sole discretion. We may, but shall not be obliged to, give you as much notice as is reasonably practicable of such suspension. We will restore the Service, as soon as is reasonably practicable, after such temporary suspension.

## **10.5. Voided Bets**

In the event of a system malfunction, all unconfirmed bets are void. We are not liable to you for any loss that you may incur as a result of such suspension or delay. To the extent that a voided 'won' bet results in your Customer account going into negative balance, we reserve the right to recover such amount from your account deposits, withdrawals, bonuses, and winnings.

## **11. Customer Service and Customer Complaints**

### **11.1. Customer Service**

You may contact Customer Service at any time by the following means:

1. E-mail: [support@10cric.com](mailto:support@10cric.com)
2. Telephone: +913371279179

### 3. LiveChat

#### **11.2. Submission of Complaint**

Customer complaints/claims of any nature must be submitted within 1 month after the issue occurring.

In order to ensure that your complaint/claim is directed to and investigated by the correct department, written communication must be submitted to 10CRIC via the following means:

1. E-mail: [support@10cric.com](mailto:support@10cric.com)

#### **11.3. Information which Must be Included in any Written Communication with 10CRIC**

To protect your privacy, all email communications between you and 10CRIC should be carried out using the email address that you have registered against your Customer account held with 10CRIC. Failure to do so may result in our response being delayed.

The following information must be included in any written communication with 10CRIC (including a Complaint):

1. your username;
2. your first name and surname, as registered on your Customer account;
3. a detailed explanation of the complaint/claim; and
4. any specific dates and times associated with the complaint/claim (if applicable).

Please note that any failure to submit written communication with the information outlined above may result in a delay in our ability to identify and respond to your complaint/claim in a timely manner. Upon receipt, we will endeavor to reply to your communication within 72 hours. Further, best efforts will be made to resolve any reported matter promptly and, at a maximum, within one month.

#### **11.4. Collusion, Cheating, Fraud And Criminal Activity**

Collusion, cheating, fraud and criminal activity includes but is not limited to:

- Colluding with third parties;
- Using unfair advantage or influence (commonly known as cheating), including the exploitation of a fault, loophole or error in our software, the use of automated players (sometimes known as 'bots');
- Undertaking fraudulent or illegal activities, including but not limited to the use of a stolen, cloned or otherwise unauthorized credit or debit card, as a source of funds;
- Taking part in any criminal activities including, but not limited to, money laundering;
- Transferring of funds from one player account to another; and/or
- Conducting account fraud, use of Duplicate Accounts, manipulation of our software or Website, exploitation of loopholes or other technical forms of abuse or other behaviour which amounts to deliberate cheating.

We will take all reasonable steps to prevent such activities; detect them and ensure that the relevant players are dealt with appropriately. We may report knowledge or suspicion of an offence to the relevant authorities, we may suspend or close Your Account, confiscate your Winnings and any Bonus

Funds (which shall be forfeited by you) and in certain cases, block access to all funds until further notice. We will not be liable for any loss or damage which you or any other player may incur as a result of any of the behaviour outlined in this Section and any action we take in respect of the same will be at our sole discretion.

If We suspects that You have engaged or attempted to engage in any illegal, fraudulent, dishonest or improper activity while using the 10CRIC Services, including without limitation, using stolen credit cards, participating in game manipulation, or any other unlawful activity (including but not limited to any chargeback, other payment reversal, or money laundering) 10CRIC shall be empowered to take such action as it deems appropriate, including blocking access to the Website, suspending and/or closing Your Account, forfeiting all money held in Your Account and sharing this information (together with disclosing Your personal details) with other online gambling facilities, financial institutions, relevant authorities and/or any person or entity that is legally authorized to be aware of such information.

Should you ever suspect that a Customer is colluding with another Customer or cheating in any way, please notify 10CRIC via the means of communication listed in the above Customer Complaints procedure (set out at section 11).

## **12. Indemnity and Limitation of Liability**

### **12.1. Indemnity**

You hereby agree to indemnify and hold harmless us, our directors, officers, employees, shareholders, agents and affiliates, our ultimate parent and parent companies and any of our subsidiaries against any and all costs, expenses, liabilities and damages (whether direct, indirect, special, consequential, exemplary or punitive or other) arising from any Participation by you, including without limitation:

1. Visiting, use or re-use of the Website;
2. Use or re-use of the Website by means of telecommunication services;
3. Use or re-use of any materials at, or obtained from, the Website or any other source whatsoever;
4. Entry to, use or re-use of the Website server;
5. Facilitating or making a deposit into your account at 10CRIC;
6. Wagering or gaming at 10CRIC through any delivery mechanism offered;
7. Acceptance and use of any winnings or prize at or from 10CRIC.

### **12.2. Limitation of Liability**

The total liability of our directors, officers, employees, shareholders, agents and affiliates, our ultimate parent and parent companies and any of our subsidiaries to you in contract, tort, negligence or otherwise, for any loss or damage howsoever arising from any cause, whether direct or indirect, or for any amounts (even where we have been notified by you of the possibility of such loss or damage) shall not exceed the value of the bets and/or wagers you placed via your account in respect of the relevant bet/wager or product that gave rise to the relevant liability.

### **12.3. Links**

10CRIC shall not be liable in contract, tort, negligence, or otherwise, for any loss or damage arising from or in any way connected with your use of any link contained on the Website. We are not responsible for the content contained on any internet site linked to/from the Websites or via the Services.

### **12.4. Negligence**

Nothing in these Terms & Conditions will operate so as to exclude any liability of the Operator for fraud, death or personal injury that is caused by the Operator's negligence.

## **13. 10CRIC Not a Financial Institution**

### **13.1. No legal or tax advice**

10CRIC does not provide advice regarding tax and/or legal matters. Customers who wish to obtain advice regarding tax and legal matters are advised to contact appropriate advisors.

### **13.2. No arbitrage**

You are strictly prohibited from utilizing 10CRIC and its systems to facilitate arbitrage through currency exchange transactions or otherwise. Where 10CRIC deems that you have deliberately used the systems for financial gain through arbitrage, any gains will be forfeited and deducted from your balance without warning or notification.

### **13.3. Anti-Money Laundering & Counter Terrorist Financing**

We may check any transactions made by players on our Website in order to prevent money laundering and all other illegal activity. You are strictly prohibited from using 10CRIC and its systems to facilitate any type of illegal money transfer. You must not use the Website for any unlawful or fraudulent activity or prohibited transaction (including, but not limited to, money laundering proceeds of crime and/or the funding of terrorism). If 10CRIC suspects that you may be engaging in, or have engaged in fraudulent, unlawful or improper activity, including money laundering and/or terrorism funding activities or any conduct which violates these Terms & Conditions, your access to 10CRIC will be terminated immediately and your account may be blocked. If your account is terminated or blocked under such circumstances, 10CRIC may withhold all funds in the relevant account(s).

In addition, 10CRIC shall be entitled to inform the relevant authorities, other online service providers, banks, credit card companies, electronic payment providers or other financial institution of your identity and of any suspected unlawful, fraudulent or improper activity.

Furthermore, in light of 10CRIC's commitments against Money Laundering and Terrorist Funding, You hereby warrant that:

1. the name and address You supply when opening Your Account are correct; and
2. You are the rightful owner of the money which You at any time deposit in Your Account.

By agreeing to the Terms of Use You authorise 10CRIC to undertake any such verification checks from time to time as we may require ourselves or may be required by third parties to confirm these facts (the "**Checks**"). You agree that from time to time, upon our request, You may be required to provide additional details in respect of any of such information You have provided us, including in relation to any deposits which You have made into Your Account.

To complete our checks, we may ask you for:

- Passport, national identity card or driving license together with a recent utility bill (e.g. gas, electric, council tax, bank or building society statement,) less than three months old;
- Proof of ownership of payment method – depending on the deposit method used, this may include a copy of the credit card used, screen shot of the e-wallet or a recent bank statement;

\*We may also ask for any other documents that we consider necessary in order to complete our Checks.

Additionally, you may be required to provide information in relation to your source of funds and source of wealth. This includes supplying a source of wealth declaration and any supporting documentation as to the declared source of wealth, including but not limited to, bank statements and payslips. We retain the right to lock your player account and suspend any further deposits and/or withdrawals, if you fail to provide us with the information and documentation requested.

\* In certain circumstances we may have to contact You and ask You to provide further information to us directly in order to complete the Checks. You may, at any point, be required to provide a live photo of You holding the Identification Documentation. Where we are unable to complete these Checks using the Identification Documentation provided, we may require that you provide us with a notarised ID or any equivalent certified ID according to the applicable law of Your jurisdiction. Until such information has been supplied to our satisfaction we may prevent any activity to be undertaken by You in relation to the Account or we may, where we reasonably believe that deliberately incorrect information has been provided by You or there's a suspicion of Money Laundering and/or Terrorist Financing , keep any amount deposited on the Account following the closure of the Account by us.

By agreeing to this Terms, you authorize us to undertake such Checks to confirm your identity and contact details in order to prevent money laundering. Furthermore, we reserve the right to delay or withhold any payment to/from Your Account until we are satisfied with our Checks.

#### **14. Termination/Suspension of Account**

10CRIC hereby reserves the right to cancel your account for any reason whatsoever at any time without notifying you. Any balance in your account at the time of such a cancellation will be credited to your credit/debit card or financial account.

Without limiting the above mentioned, we hereby reserve the right, at our sole discretion, to cancel or suspend your account (notwithstanding any other provision contained in these Terms & Conditions) where we have reason to believe that you have engaged or are likely to engage in any of the following activities:

1. If you have more than one account at 10CRIC;
2. If the name registered on your 10CRIC account does not match the name on the financial/bank account and/or the credit/debit card(s) used to make deposits on the said 10CRIC account;
3. You become bankrupt;
4. If you provide incorrect or misleading information while registering a 10CRIC account;
5. If you attempt to use your Customer account through a VPN, proxy or similar service that masks or manipulates the identification of your real location, or by otherwise providing false

or misleading information regarding your citizenship, location or place of residence, or by making bets or wagers using the website through a third party or on behalf of a third party;

6. If you are not over 18 years old;
7. If you have allowed or permitted (whether intentionally or unintentionally) someone else to Participate using your 10CRIC account;
8. If you have played in tandem with other Customer(s) as part of a club, group, etc., or placed bets or wagers in a coordinated manner with other Customer(s) involving the same (or materially the same) selections;
9. If 10CRIC has received a "charge back" and/or a "return" notification via a deposit mechanism used on your account;
10. If you have failed our Enhanced Due Diligence, or are found to be colluding, cheating, money laundering or undertaking any kind of fraudulent activity; or
11. If it is determined by 10CRIC that you have employed or made use of a system (including machines, computers, software or other automated systems such as bots) designed specifically to defeat the gaming system.

If 10CRIC closes or suspends your Customer account for any of the reasons referred to in this section, you shall be liable for any and all claims, losses, liabilities, damages, costs and expenses incurred or suffered by 10CRIC (together "Claims") arising therefrom and shall indemnify and hold 10CRIC harmless on demand for such Claims.

If We have reasonable grounds to believe that you have participated in any of the activities set out in this section, then we reserve the right to withhold all or part of the balance and/or recover from your account deposits, payouts, bonuses, any winnings that are attributable to any of the practices contemplated above. In such circumstances, your details will be passed on to any applicable regulatory authority, regulatory body or any other relevant external third parties. The rights set out here are without prejudice to any other rights that we may have against you under these Terms & Conditions or otherwise.

## **15. Other**

### **15.1. Entire Agreement**

These Terms & Conditions represent the complete, final and exclusive agreement between you and 10CRIC and supersede and merge all prior agreements, representations and understandings between you and 10CRIC in regard to your Participation at 10CRIC.

### **15.2. Amendments to Term & Conditions**

10CRIC hereby reserves the right to amend these Terms & Conditions, or to implement or amend any procedures, at any time. A notification message advising that changes have been made to our Terms & Conditions will appear upon a Customer's next login to the 10CRIC Website and the Customer is required to accept the changes to the Terms & Conditions before being able to continue to Participate at 10CRIC.

### **15.3. Final Decision**

In the event of a discrepancy between the result showing on the Website or Offering and the 10CRIC server software, the result showing on the 10CRIC server software shall be the official and governing result.

### **15.4. Tax**

You are solely responsible for any applicable taxes on any prizes and/or winnings that you collect from 10CRIC.

### **15.5. Force Majeure**

10CRIC shall not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the gaming contract that is caused by events outside of our reasonable control.

### **15.6. No agency**

Nothing in these Terms & Conditions shall be construed as creating any agency, partnership, trust arrangement, fiduciary relationship or any other form of joint enterprise between you and us.

### **15.7. Severability**

If any of the Terms & Conditions are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law. In such cases, the part deemed invalid or unenforceable shall be amended in a manner consistent with the applicable law to reflect, as closely as possible, 10CRIC's original intent.

### **15.8. Explanation of Terms and Conditions**

We consider these Terms & Conditions to be open and fair. Should you need any explanation regarding these or any other part of our Service, please contact [support@10cric.com](mailto:support@10cric.com).

The English version of these Terms & Conditions and English versions of any terms and conditions take priority over the versions in other languages.

The Terms & Conditions prevail over any communication via email, chat or phone.

Please note that all correspondence and telephone calls may be recorded.

### **15.9. Assignment**

These Terms & Conditions are personal to you, and are not assignable, transferable or sub-licensable by you except with our prior written consent. We reserve the right to assign, transfer or delegate any of our rights and obligations hereunder to any third party without notice to you.

### **15.10. Business Transfers**

In the event of a change of control, merger, acquisition, or sale of assets of the company, your Customer account and associated data may be part of the assets transferred to the purchaser or acquiring party. In such an event, we will provide you with notice via e-mail or notice on our Website explaining your options with regard to the transfer of your account.

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