

Specific conditions for the prizes

In the present document, the information related to getting prizes through the Web is put at our User's disposal.

1. Procedure for getting Prizes

1.1. Once the User has gathered enough Coins, he/she may redeem them for any of the products available through the Platform Prizes (hereinafter, the "Prizes"). In order to do this, he/she must send us a redemption request through the procedure set out in the Platform.

1.2. Once Playfulbet receives a redemption request it will carry out the following verification process beforehand:

(i) Playfulbet carries out an exhaustive check on the User's activity records in order to avoid possible fraudulent uses (such as IP changes, Multi-accounts, use of scripts or automatisms to get Coins, VPN...).

(ii) Playfulbet verifies with its affiliated partners the correct use of special offers to avoid possible fraudulent uses.

(iii) Playfulbet may require the User to provide documentation accrediting his/her identity.

(iv) Playfulbet will verify that the delivery address is within the European Union, United States or Mexico; the only countries in which Playfulbet will send physical prizes.

1.3. Once Playfulbet has been able to verify all the activity and the identity of the User in question, a process that may take up to thirty (30) days, it will process the delivery of the product requested by the User to be received in 24 to 72 hours.

If once the prize is approved and after the estimated delivery time the User has not received the prize, he/she should contact Playfulbet through the contact form or through soporte@playfulbet.com so Playfulbet can verify if there has been an incident during the process and then amend it.

2. Conditions

2.1. The Coins may only be redeemed for the Prizes that appear on the Playfulbet website, in accordance with the specific conditions of each gift, as they appear on the website at all times. The User may request a gift when he has acquired a number of Coins in such a way as to allow him to opt for one of the Prizes made available to Playfulbet through its website.

2.2. At the time of redemption of any of the prizes, the User's account will be reset from the initial 4,000 Coins. There will be no refunds of prizes, nor will it be possible to request a redemption other than the one previously requested.

2.3. In principle, any User over 14 years of age can redeem Coins for our Platform Prizes. However, the redemption of some products and services on the prizes section may be subject to being of legal age, a circumstance that will be indicated to the User prior to the election of the Prize by the User.

2.4. A maximum of 15 million Coins may be redeemed in Prizes per calendar month. In case of accumulating more Coins, they will be reset. If more than one prize is redeemed per month, the Coins will be returned and the order cancelled. Only one account is counted per person, which invalidates the duplicate or family association of accounts.

2.5. In case of clear indications of fraud, Playfulbet reserves the right to block all accounts thus eliminating all orders requested.

2.6. The User will lose the right to obtain the Prize or Prizes through the Web in the event that it fails to comply with any of the rules or conditions governing the

use of the Web.

2.7. Likewise, the User will lose the right to the Prize or Prizes when he has been requested by Playfulbet to provide a copy of his ID or identity document and has not provided it within 15 days from the said request.

2.8. Playfulbet reserves the right to refuse a prize due to any action that it considers illegal or that does not conform to the established game rules.

2.9. Coupons are unique, they can only be redeemed once per user.

3. Shipping and Charges

3.1. Once the User has requested the Prize through the Platform and in the case of a physical prize, the User must fill in a specific form with the address in which he/she wants to receive the Prize. The User is responsible for providing a correct address and for receiving the gift at the same address. If delivery is not possible due to causes not attributable to Playfulbet, and regardless of whether the gift is returned to Playfulbet's address, Playfulbet shall not be obliged to send it back, nor to reimburse the Coins balance as a consequence of the redemption, which shall be understood to have taken place for all purposes.

3.2. The delivery time of any of the prizes available in Playfulbet can be delayed up to 7 days after being sent.

3.3. Shipping costs are free of charge. However, the User is responsible, expressly exonerating Playfulbet, of any charge, procedure, tax, rate or obligation imposed by any competent authority or applicable law, as a result of sending the prize to the country or place of destination.

4. Modifications

Playfulbet reserves the right to modify at any time the initial balance of Coins, their functioning, the list of prizes, and the number of Coins necessary to obtain

them, as well as the form of delivery of the prizes. The balance of Coins held by the User is extinguished and canceled in the event of non-compliance with any of these terms or in the event that the User requests to be removed from the Website.

5. Availability of the Prizes

Playfulbet states that all products and services in the awards section of its Platform are made available through third-party suppliers. Therefore, the redemption of Coins for the prizes indicated is limited to the availability of said prizes by the third party suppliers of the same, so that Playfulbet is not responsible for the impossibility of redeeming Coins for a certain prize that appears in the prizes section of the platform as a consequence of its unavailability. The User shall also not be entitled to any kind of compensation. However, Playfulbet will try to replace, to the extent of existing possibilities, those products or services that are not available by others with similar conditions, characteristics and cost for Playfulbet.