

Sports Betting Limited - Complaint handling procedure.

Disputes must be lodged within three (3) days from the date the wager in question has been decided. No claims will be honoured after this period. The Customer is solely responsible for their Account transactions as well as complying with these terms.

We shall use our reasonable endeavours to respond to queries of this nature and in any event, we intend to respond to all such queries within 28 days of receipt.

In the first instance, please contact our Customer Team directly via E-Mail on support@sportbetonline.bet who will be happy to work towards a resolution.

We care that our customers are happy with our services, however occasionally we are unable to resolve a complaint in a way that you may find acceptable. On such occasions once we have informed you of our decision in the matter, please refer your complaint to Alternative Dispute Resolution.

By betting with us, you agree to use our appointed independent dispute resolution body for resolution of betting related matters, such as a dispute over a wager. In such cases, the authorized dispute resolver is the Independent Betting Adjudication Service (IBAS). You can contact IBAS through their website- www.ibas-uk.com or email them at- adjudication@ibas-uk.co.uk or by telephone +44- 020 7347 5883. TAKE NOTE, by referring a dispute to IBAS, you agree to be bound by their decision. In such cases, all decision shall be final.

Please note that a difference of opinion regarding any bet, or the terms on which a bet should be settled, shall not be the subject of litigation, court action or objection to an operator's licence unless the dispute has been adjudicated upon by an arbitrator in accordance with these rules and the decision of the arbitrator has not been implemented by the relevant party.

With my very best wishes

Sports Betting Limited.