

ArenaX Refund Policy

Effective Date: 2/16/2026

Last Updated: 5/8/2026

This Refund Policy describes the circumstances under which refunds, credits, reversals, and account balance adjustments may be issued on the ArenaX platform.

By creating an account, depositing funds, participating in contests, or using ArenaX services, users agree to this Refund Policy.

1. User Acknowledgement of Charges

By depositing funds into an ArenaX account, users acknowledge and agree that they are purchasing access to digital skill-based competitions and services provided by ArenaX.

Users further acknowledge that entry fees used to participate in contests constitute a completed digital service once a contest begins. Such transactions are considered authorized and fulfilled at the time the contest starts.

Except where required by applicable law or expressly stated in this policy, completed contest entry fees are not subject to refund, reversal, or chargeback.

2. Deposits

Users may deposit funds into their ArenaX account using supported payment methods. Deposited funds may be used to participate in skill-based contests available on the Platform.

Deposits become non-refundable once any portion of the deposited funds is used in paid gameplay activity, except where required by applicable law or expressly stated in this policy.

2A. Unused Deposit Refund Eligibility

ArenaX may, at its sole discretion, issue a refund for deposited funds only if the deposited funds have not been used, partially used, or committed toward any paid contest, entry fee, or gameplay activity.

If any portion of a deposit is used to participate in a paid contest or gameplay session, the entire deposit shall be considered used and non-refundable.

For example:

- A user who deposits funds and does not participate in any paid gameplay may request a refund of the unused deposit.
- A user who deposits funds and uses any portion of those funds to enter a contest or gameplay session is no longer eligible for a refund of that deposit.

Refund eligibility may also be denied in cases involving fraud prevention reviews, payment processor restrictions, compliance requirements, suspicious activity investigations, or violations of ArenaX policies.

3. Identity Verification Requirement

ArenaX requires users to complete identity verification (“KYC”) before participating in paid contests, withdrawing funds, or accessing certain platform features.

Users may be asked to provide documentation such as:

- Government-issued identification;
- Selfie or biometric verification;
- Address confirmation;
- Additional verification information where required.

Access to paid contests, withdrawals, or account services may be restricted until identity verification is successfully completed.

4. Failed Identity Verification

If a user is unable to successfully complete identity verification:

- The account may be restricted or permanently suspended;

- ArenaX may attempt to return eligible deposited funds to the original payment method, where possible and where permitted by applicable laws and payment processor rules;
 - ArenaX reserves the right to delay or deny refunds where fraud, abuse, regulatory concerns, suspicious activity, or payment processor restrictions are identified.
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5. Contest Entry Fees

Entry fees used to participate in contests are final once a contest begins.

Because contests are digital events that occur in real time, entry fees cannot be refunded after gameplay has started, regardless of:

- Match outcome;
- Player performance;
- Connectivity issues outside ArenaX's control;
- User dissatisfaction;
- Strategic decisions made during gameplay;
- Voluntary contest participation.

Users acknowledge that gameplay results and contest outcomes are final unless otherwise determined by ArenaX under a platform error review.

6. Cancelled, Interrupted, or Invalid Contests

If a contest is canceled, materially interrupted, or deemed invalid due to:

- Platform malfunction;
- Technical error;
- Server interruption;
- Contest configuration error;
- Internal system failure;

ArenaX may, at its sole discretion:

- Return the entry fee to the user's ArenaX wallet;
- Credit the user's account with equivalent value;

- Restart or reschedule the contest;
- Void contest results where necessary to preserve platform integrity.

ArenaX reserves the right to determine the appropriate resolution method for any affected contest.

7. Unauthorized Transactions

If you believe a transaction was unauthorized, you must contact ArenaX support within seven (7) days of the transaction date.

ArenaX will investigate the claim and may issue a refund or account credit if the transaction is determined, in ArenaX's sole discretion, to be unauthorized.

ArenaX may request additional documentation or identity verification before resolving such claims.

8. Fraud & Abuse Prevention

ArenaX reserves the right to deny refunds, reverse transactions, freeze balances, suspend accounts, or terminate accounts where we reasonably suspect:

- Fraudulent activity;
- Abuse of promotions or bonuses;
- Chargeback abuse;
- Multiple account violations;
- Payment fraud;
- Unauthorized payment method usage;
- Circumvention of platform rules;
- Collusion, cheating, or exploit abuse.

Accounts involved in such activity may be permanently suspended and may forfeit associated balances where permitted by law.

9. Withdrawals

Users may withdraw eligible account balances, including winnings, subject to:

- Successful identity verification;
- Fraud and compliance review;
- Minimum withdrawal thresholds;
- Payment processor requirements;
- Security verification procedures.

ArenaX reserves the right to delay withdrawals during compliance or fraud investigations.

Withdrawal processing times may vary depending on the payment method used and third-party financial institutions.

10. Chargebacks

Users agree to contact ArenaX support to resolve billing issues before initiating a chargeback with their payment provider.

Fraudulent or abusive chargebacks may result in:

- Account suspension or termination;
- Forfeiture of account balances;
- Restriction from future platform access;
- Recovery actions permitted by law;
- Reporting to payment processors or fraud prevention systems.

ArenaX reserves the right to recover losses, fees, or damages associated with improper chargebacks.

11. Promotional Credits & Bonuses

Promotional credits, bonuses, rewards, free entries, or other promotional balances:

- Have no cash value unless explicitly stated otherwise;
- Are non-refundable;
- May expire;
- May be revoked at ArenaX's discretion;
- Cannot be withdrawn unless expressly permitted by ArenaX.

12. Refund Processing Time

Approved refunds are generally processed within 5–10 business days, though actual processing times may vary depending on:

- Banking institutions;
- Payment processors;
- Fraud review procedures;
- Identity verification requirements.

ArenaX is not responsible for delays caused by third-party financial institutions or payment providers.

13. Modifications to This Policy

ArenaX reserves the right to modify this Refund Policy at any time.

Updated versions will be posted on the ArenaX platform with a revised effective date. Continued use of ArenaX after any modification constitutes acceptance of the updated policy.

14. Contact for Refund Requests

If you believe you are entitled to a refund or have questions regarding this policy, contact:

ArenaX Support

Email: support@arenax.us

Support Portal: <https://arenax.us/support>

By using ArenaX, you acknowledge that you have read, understood, and agreed to this Refund Policy.