

1. What happens if I get disconnected while playing the game?

If you experience a disconnection while playing our game, don't worry! Our games are designed to handle such situations. You can reconnect to the game, and it will resume from where you left off, ensuring a seamless gaming experience.

2. Is your application RNG certified?

Yes, our application and games undergo rigorous testing and certification processes to ensure fairness and randomness. We use Random Number Generators (RNG) that are certified to meet industry standards, guaranteeing a fair and unbiased gaming experience.

3. How do I deposit money?

To deposit money for in-app purchases or game credits, simply follow the instructions within the game. We provide secure payment options, including credit/debit cards, mobile wallets, and other popular payment methods, ensuring a convenient and safe deposit process.

4. How do I withdraw money?

To withdraw your winnings or funds from your in-game account, navigate to the withdrawal section within the game. Follow the provided instructions and choose your preferred withdrawal method, such as bank transfer or UPI. We aim to process withdrawals promptly and securely.

5. How do I get a refund?

Refunds are subject to our refund policy. If you believe you are eligible for a refund, please reach out to our customer support with relevant details regarding your purchase, such as order numbers or transaction receipts. Our support team will assist you in the refund process.

6. Is it safe to provide card details?

We prioritize the security of our players' information. We utilize industry-standard encryption and security measures to safeguard your card details and personal information. Rest assured that your data is protected and handled in compliance with privacy regulations.

7. My transaction says it's been pending, and money from my bank account is debited.

If you encounter a situation where a transaction is pending, but the money has been debited from your bank account, please allow some time for the transaction to be processed. In case the issue persists, contact our customer support with relevant transaction details, and we will assist you in resolving the matter.

8. My bank account is blocked.

If your bank account is blocked, please contact your bank directly to understand the reasons behind the blockage. We recommend resolving the issue with your bank first before contacting our customer support for further assistance.

9. Withdrawal is pending.

If your withdrawal is pending, it may be undergoing review or processing. Withdrawal times can vary depending on the chosen withdrawal method. However, if the delay persists longer than expected, please reach out to our customer support with relevant withdrawal details, and we will provide you with an update on the status.

10. UPI/Bank Withdrawal is pending.

If your UPI or bank withdrawal is pending, it may be in the process of being reviewed or processed. Withdrawal times can vary depending on the chosen withdrawal method and banking processes. If the delay exceeds the expected timeframe, please contact our customer support for further assistance.

11. Money not received in my bank account.

If you have successfully initiated a withdrawal but haven't received the funds in your bank account within the expected timeframe, please contact our customer support with relevant withdrawal details. We will investigate the matter and work towards resolving it promptly.

12. How do I change my bank account/UPI account?

To change your bank account or UPI account details, please contact our customer support with the necessary account information and supporting documentation. We will guide you through the process of updating your account information securely.

13. Can I withdraw the deposit?

Deposits are typically non-refundable. However, if you have specific concerns regarding your deposit, please reach out to our customer support with relevant details, and we will address your query accordingly.

14. What happens to my entry fee if I don't get matched with an opponent?

If you don't get matched with an opponent after entering a game, your entry fee will be refunded to your in-game account or returned to your preferred payment method, depending on the game's rules and policies.

15. When does my entry fee get deducted?

Your entry fee is deducted when you successfully join a game or participate in a specific game mode. The deduction typically occurs before the start of the game.

16. What happens if I leave after an opponent has been matched to me?

If you leave the game after being matched with an opponent, it may result in consequences depending on the game's rules. This could include losing the game or receiving a penalty. It's advisable to remain engaged and complete the game to ensure a fair and enjoyable experience for all participants.

17. What happens if my opponent disconnects after I have been matched?

If your opponent disconnects after being matched, the game may provide a certain timeframe for them to reconnect. If they fail to reconnect within the given timeframe, the game may consider it a forfeit or provide alternative solutions depending on the game's rules.

18. Once the game has started, where can I see my score and my opponent's score?

During the game, your score and your opponent's score are typically displayed on the game screen itself. This allows you to track and compare your progress in real-time.

19. What happens if I minimize the app while playing the game?

If you minimize the app while playing the game, it may temporarily pause the game or display a prompt to resume the game when you reopen the app. This depends on the game's design and functionality.

20. How do I pause the game in the middle?

To pause the game in the middle, look for a pause button or pause menu within the game's user interface. This will allow you to temporarily suspend the game and resume it later from where you left off.

21. What happens if my game ends, and my opponent is still playing?

If your game ends while your opponent is still playing, the game may provide you with a summary of your results or a leaderboard displaying the final rankings. You may have to wait for your opponent to finish before the final outcome is determined.

22. What happens if I exit the GAME OVER screen before the game ends?

Exiting the GAME OVER screen before the game ends may not affect the final outcome or your results. However, it's recommended to stay on the screen to review your performance and any rewards or achievements earned.

23. Do I need to be connected to the Internet while playing the game?

In most cases, an internet connection is required to play our games. This ensures access to multiplayer features, real-time updates, leaderboard synchronization, and other online functionalities. However, specific game modes or features may be available offline as well.

24. How is my score calculated in a game?

The calculation of your score in a game depends on the specific game mechanics and rules. Scores are typically based on factors such as performance, achievements, objectives completed, accuracy, speed, or a combination of various gameplay elements.

25. Will my score be submitted if I quit the game?

If you quit the game prematurely, your score may or may not be submitted, depending on the game's design. Some games save your progress and score automatically, while others require completion or specific actions to record your score.