

SoccerPunter Reimbursement Policy



In an effort to more efficiently assist our customer base, we have evaluated and revised our Reimbursement Policy.

It is our goal to be able to keep our customers as satisfied as possible and to balance that with the overall integrity of the service. We believe strongly in giving customers a cost effective service that is value for money.

This policy is not all-inclusive and there are situations outside the scope of the policy that may be determined at the specific time to not warrant an item reimbursement.

No policy can anticipate every contingency that can arise. In the event that a situation arises that is not contemplated by this guideline, please email us for additional assistance.

Reimbursements of any kind, regardless of the circumstance, are not guaranteed.

Asian Handicap:

Reimbursements are based only on the outcome of Asian Handicap as stated in Privileged Tips and not what you wager with your bookmaker.

For example,

[FT: Manchester United 1-0 Blackburn](#)

Privileged Tips is Manchester United (-0.75) but you bet Manchester United (-1)

It is considered a win for Privileged Tips although you did not win nor lose because you bet at different handicap.

Credit Deduction:

In the event of a draw or lost match, there will be no credit deduction,

As Privileged Tips are derived in the form of Asian Handicap, a draw outcome is considered as a no-win-no-lose outcome.

For example,

[FT: Arsenal 0-0 Portsmouth](#)

Privileged Tips is Arsenal (+0). So your bookmakers will refund your bets.

For winning outcomes regardless of win full or win ½, 1 credit will be deducted.



SMS Alerts:

We use the fastest and most efficient route to deliver SMS to your mobile phones.

On rare occasions, you may receive our SMS alert late because of various factors including but not limited to:

1. Network congestion.
2. Poor reception in your location (e.g. underground, car park etc.)
3. Inbox and memory is full.
4. Low battery.

Hence, we always advise you to be prepared to ensure that you will get our SMS alert on time. Please update us by email if you change your mobile number.

Late receipt of SMS does not constitute a reimbursement.

Unavailability:

The following cases do not warrant a reimbursement.

1. Sleeping and not aware when Privileged Tips is sent.
2. Traveling and unable to place bet.
3. Your bookmaker is unreachable or its website is under maintenance.

You are advised to submit **Deactivation Form** in advance if you need to temporary suspend your account. This will stop us from sending Privileged Tips to you and you will not be liable for the credit deduction.

Postponed Matches:

Credit will be carried forward to the next day.

Reimbursement Period:

- All reimbursement is subject to a maximum of one month from the date you purchase your credit.
- For a series of 4 consecutive winning matches, 1 credit will be deducted and it will override any previous reimbursements.