

COMPLAINTS & DISPUTES POLICY

Registered Customers

Our aim is for all of our customers to enjoy our products and services.

If there every comes a time when you are not satisfied with either our products or services, we prefer to hear from you sooner rather than later.

You can contact us at support@pitstopbetting.com and raise the complaint with our Customer Support Team where they will do their best to provide a resolution. Please have your Customer account number to hand.

If you are not satisfied with the way our Customer Support Team deal with your complaint,

You can request IBAS (The Independent Betting Adjudication Service) to investigate your complaint.

IBAS is a third party organisation that offers independent adjudication specifically relating to betting and gaming disputes. Please note that IBAS will not charge you for use of their services.

You can submit an adjudication form to IBAS [here](#) or contact IBAS at adjudication@ibas-uk.co.uk

You can also use the European Commission's Online Dispute Resolution platform available [here](#).

Please note that the complaint must relate to a betting, gaming or account transaction.

Please note Clause 10 of our Terms & Conditions - Our obligations and liabilities • Other than with regards to our obligations under any law or regulation which applies to us, we have no obligation to check whether you are using the Services in accordance with the User Agreement nor are we obliged to investigate or pursue any complaints made by you against any other player using the Services or to take any other action in connection with this.