

TERMS OF SERVICE
for the iGaming White-Label Platform
("Platform Terms of Service")

Last updated: 30.11.2025

0. IMPORTANT NOTICE

These Terms of Service ("Terms") form a legally binding agreement between:

- the **administration of the Platform** ("**Administration**", "**we**", "**us**", "**our**"), acting as a provider of software and technical infrastructure; and
- the person or entity that accesses or uses the Platform in a business capacity ("**Client**", "**you**", "**your**").

By accessing, configuring, deploying or otherwise using the Platform in any manner, you acknowledge that:

1. You have read, understood and accepted these Terms in full.
2. You are entering these Terms **on behalf of your own business, company or project**, not as an end-user player.
3. You will use the Platform **exclusively as a B2B white-label software solution**, and you are **solely responsible** for any iGaming, gambling, betting, lottery, entertainment or other activities you operate on top of the Platform.
4. The Administration is **not** a gambling operator, **not** a lottery organizer and **not** a payment or crypto service provider, and does **not** interact with your players or handle their funds.

If you do not agree with any part of these Terms, you must **not** use the Platform in any form.

1. Definitions

For the purposes of these Terms, the following capitalized terms shall have the meanings set out below. Definitions apply in the singular and plural.

1.1. "**Administration**" means the operator and owner of the Platform's software and infrastructure, including its developers, contractors, affiliates and any other persons acting under its instructions, regardless of the legal form or jurisdiction of such persons.

1.2. "**Platform**" means the white-label iGaming software and related technical infrastructure provided by the Administration on its own hosting or underlying infrastructure, including but not limited to:

- back-end software, APIs and server-side logic;
- front-end templates and user interfaces;
- administration panels and dashboards;
- game engines, odds/logic modules, randomization mechanisms (where applicable);
- database structures;
- any connected tools, scripts, utilities and documentation made available to the Client.

1.3. “**Services**” means the provision of access to and use of the Platform, including setup, configuration, hosting, maintenance, updates and other technical or software-related services offered by the Administration to the Client under a B2B model.

1.4. “**Client**” means any person, natural or legal, who:

- obtains access to the Platform;
- uses the Platform to launch, operate or test their own project; and/or
- enters into any commercial arrangement with the Administration regarding the Platform.

1.5. “**End Users**” means any third parties (players, customers, visitors, participants, etc.) who access and use the iGaming or other services that the **Client** operates on top of the Platform under its own brand, domain and control.

1.6. “**White-Label Model**” means the business model where:

- the Administration provides generic or customizable software and technical infrastructure;
- the Client brands and operates their own front-end and project;
- the Client is solely responsible for all legal, financial and operational aspects of their project;
- End Users interact with the Client’s project, **not** with the Administration.

1.7. “**Fees**” means any payments payable by the Client to the Administration for access to and use of the Platform or Services, including but not limited to setup fees, installation fees, monthly subscription/hosting fees, revenue share, maintenance fees or other charges disclosed by the Administration.

1.8. “**Revenue Share**” or “**Rev-Share Model**” means a model where the Administration’s compensation is calculated as a percentage of the Client’s metrics (for example, gross gaming revenue, net revenue or similar), solely as a means of pricing the software Services, without the Administration participating in the operation, management or regulation of the Client’s project.

1.9. “**Content**” means any data, materials, texts, graphics, branding, logos, rules, terms, marketing materials, game descriptions, odds, configuration settings, assets and any other information that the Client uploads to, stores on or integrates with the Platform.

1.10. “**Cryptocurrency**” / “**Digital Assets**” means any form of digital currency or token, including but not limited to Bitcoin (BTC), Tether (USDT), or any other crypto-assets that the **Client** chooses to accept or use in connection with their own project. The Administration does **not** issue, manage or control any such assets.

1.11. “**Business Day**” means any day which is not a Saturday, Sunday or public holiday in the jurisdiction chosen for governing law and dispute resolution in these Terms.

1.12. “**Force Majeure**” means any event or circumstance beyond the reasonable control of a party, including but not limited to acts of God, war, terrorism, riots, natural disasters, failures of the Internet or hosting providers, strikes, embargoes, acts of government or regulatory authorities, and similar events.

2. Scope and Nature of the Services

2.1. The Administration provides the Platform strictly as a **business-to-business software solution (SaaS / hosted software)** under a white-label model. The Platform is designed to allow Clients to operate their own branded iGaming or related entertainment projects, subject to the Client’s full and exclusive responsibility.

2.2. The Administration provides technical infrastructure only and does **not**:

- operate any gambling or betting activities for End Users;
- collect, manage or hold End Users' deposits, balances or payouts;
- determine or approve game rules, odds or payout structures of the Client's project;
- provide marketing, user acquisition or traffic services for the Client;
- provide legal, regulatory or licensing services.

2.3. The Client acknowledges and agrees that:

- the Platform is a **tool**, not a gambling operation;
- the Client alone decides how, where and for what purpose to use the Platform;
- all legal, financial and reputational consequences of using the Platform rest solely with the Client.

2.4. The Administration may offer one or more commercial models for the Services, including:

- **one-time setup / installation fee** for initial deployment and configuration;
- **recurring subscription / hosting fee** for ongoing access and maintenance;
- **revenue share (rev-share)**, where the Administration's fee is calculated based on metrics related to the Client's project;
- **hybrid models**, combining several of the above;
- any other models expressly communicated to the Client.

2.5. Regardless of the chosen commercial model, all Fees represent **compensation for software and technical Services only**. Under no circumstances shall such Fees be interpreted as:

- participation in the Client's gambling or iGaming operation;
- a partnership, joint venture, agency or employment relationship;
- an assumption by the Administration of any operator responsibilities.

2.6. The Administration may, at its sole discretion, update, modify or enhance the Platform, including:

- adding or removing features;
- improving performance or security;
- adjusting interfaces, game mechanics or technical modules.

The Client acknowledges that such updates are inherent to a SaaS/hosted service and does not require prior consent, provided that the core nature of the Services (white-label platform provision) remains unchanged.

3. Legal Status of the Administration

3.1. The Administration acts **exclusively** as a technical and software provider. The Administration is **not**:

- a gambling or betting operator;

- a lottery or raffle organizer;
- a financial institution, bank or payment processor;
- a crypto exchange, broker or custodian;
- an advertising, affiliate or traffic agency;
- a tax advisor, legal consultant or compliance officer.

3.2. The Administration does **not**:

- offer or promote gambling or betting services to End Users;
- accept registrations from End Users;
- maintain user accounts or balances for End Users;
- receive or hold any deposits, bets or stakes from End Users;
- execute payouts, withdrawals or refunds to End Users;
- communicate directly with End Users of the Client's project.

3.3. Any interaction with End Users (such as registration, login, gameplay, deposits, withdrawals, bonuses, complaints, disputes or refunds) occurs exclusively between the **Client** and the **End Users**, via the Client's project, domain and communication channels. The Administration is not a party to any such relationships.

3.4. The Administration does not verify, audit, approve or certify:

- the legality of the Client's project in any jurisdiction;
- the Client's licenses, permits or registrations;
- the KYC/AML procedures implemented by the Client;
- the messaging, marketing or advertising channels used by the Client.

3.5. The Administration explicitly disclaims any responsibility for:

- how the Client configures the Platform;
- what games, odds, rules or risk profiles the Client chooses;
- where and how the Client advertises or promotes their project;
- what payment, crypto or banking channels the Client uses.

3.6. The Client acknowledges that the Administration **does not provide and does not guarantee regulatory compliance** in any jurisdiction. The Client is solely responsible for ensuring that its use of the Platform does not violate any applicable law or regulation.

4. Legal Status and Responsibilities of the Client

4.1. The Client uses the Platform strictly **on its own behalf and at its own risk**. By using the Platform, the Client confirms that it acts as an independent operator of its own project.

4.2. The Client is solely and fully responsible for:

(a) **Licensing and regulation**

- obtaining and maintaining any gaming, betting, lottery, entertainment or related licenses

required in any jurisdiction where End Users are located;

- ensuring that its project complies with local, national and international gambling, consumer protection, advertising, data protection, tax, AML/KYC and other applicable laws;
- ceasing operations in jurisdictions where its activities may be illegal or restricted.

(b) Financial and tax obligations

- handling all financial flows between the Client and its End Users, including deposits, bets, losses, winnings, withdrawals and refunds;
- choosing, integrating and managing payment providers, wallets, exchanges and crypto gateways;
- calculating, reporting and paying all applicable taxes, fees, levies and duties arising from the Client's project and its revenue.

(c) Project configuration and operation

- selecting games, mechanics, odds, volatility, RTP and other parameters;
- defining bonus systems, loyalty programs, VIP policies, limits and restrictions;
- defining and publishing its own terms and conditions, privacy policy and other legal documents for End Users.

(d) End-User relationships

- handling all support requests, complaints, disputes and chargebacks from End Users;
- implementing age restrictions, responsible gaming tools and access controls where required;
- ensuring that End Users are allowed by law to participate in the Client's offering.

(e) Marketing and traffic

- choosing traffic sources, partners, affiliates and influencers;
- ensuring that all marketing complies with advertising, consumer protection and gambling laws;
- managing affiliate commissions, promotional agreements and third-party relationships.

4.3. The Client explicitly acknowledges and agrees that **any failure** to comply with applicable law, licensing requirements or regulatory standards is **entirely the Client's responsibility** and does **not** create any liability for the Administration.

4.4. If any governmental authority, regulator, payment provider, crypto platform or other third party raises claims or inquiries related to the Client's project, such claims are directed **solely** to the Client. The Client shall not present the Administration as an operator, co-operator, financial partner or controller of the project.

4.5. The Client agrees to **indemnify, defend and hold harmless** the Administration from and against any claims, damages, losses, liabilities, costs and expenses (including reasonable legal fees) arising out of or in connection with:

- the Client's use of the Platform;
- the Client's operation of its project;
- any claims from End Users;
- any regulatory, licensing or legal actions against the Client.

4.6. Under no circumstances may the Client publicly or privately state, imply or suggest that:

- the Administration is a licensed gambling operator for the Client's project;
- the Administration guarantees the legality or compliance of the Client's project;
- the Administration bears responsibility towards End Users.

5. Commercial Models and Fees

5.1. The Administration may offer the Platform under one or more commercial models, including but not limited to:

- (a) **One-Time Setup Fee** – a non-refundable fee for initial deployment, installation, configuration, branding, or technical adjustments requested by the Client.
- (b) **Recurring Subscription / Hosting Fee** – a periodic (e.g., monthly, quarterly, annual) fee granting continued access to the Platform, server resources, maintenance and technical support.
- (c) **Revenue Share (Rev-Share Model)** – a model in which the Client pays the Administration a percentage of certain performance metrics (e.g., gross gaming revenue, net gaming revenue, betting volume, turnover, house edge, margin, profit, or similar indicators).
- (d) **Hybrid Models** – combinations of one-time, recurring, and percentage-based components.
- (e) **Custom Enterprise Models** – special pricing structures or technical solutions agreed on individually between the Administration and the Client.

5.2. **All Fees represent payment for software and technical services only.**

Under no circumstances may any Fee be interpreted as:

- a share in the Client's gambling or gaming operation;
- a financial investment into the Client's project;
- a partnership, joint venture or co-operation agreement;
- participation in the Client's revenue as an operator;
- compensation for interactions with End Users.

5.3. The Administration may revise Fee structures at any time, provided that:

- changes do not affect previously paid fixed-term Services;
- Clients subscribed to recurring models may be notified before renewal;
- new pricing applies only after the end of the Client's current paid period, unless otherwise agreed.

5.4. The Client acknowledges that all Fees—setup, subscription, hosting, rev-share, maintenance, development or any other—are **fully earned and non-refundable**, including, without limitation:

- in cases of downtime, technical issues, service interruptions or updates;
- if the Client's project fails commercially;
- if the Client discontinues their project voluntarily;
- if third parties (payment providers, regulators, hosting companies, domain registrars, social media platforms, advertising networks, affiliate networks, etc.) restrict or block the Client's operations;
- if the Client's End Users cause disputes, chargebacks or financial losses;

- if the Client violates any applicable law or these Terms.

5.5. If the Client's project uses the **rev-share model**, the Client shall:

- (a) provide accurate and complete reporting data to the Administration;
- (b) grant the Administration the right to request clarification, logs or metrics relevant to rev-share;
- (c) pay all rev-share fees in a timely manner using the methods specified by the Administration;
- (d) acknowledge that rev-share is a **billing mechanism**, not a partnership.

5.6. The Administration reserves the right to:

- audit revenue-related data for the sole purpose of verifying rev-share amounts;
- switch the Client to a different model if the Client fails to transparently report revenue metrics;
- suspend Services immediately in case of unpaid fees.

5.7. The Client is solely responsible for all banking, crypto network fees, exchange fees, gas fees, conversion costs, and other financial charges associated with paying the Administration.

6. Payment Terms and Non-Refund Policy

6.1. The Client shall pay all applicable Fees through the payment methods provided or approved by the Administration, including but not limited to:

- cryptocurrency transfers;
- stablecoins (e.g., USDT, USDC);
- fiat methods and processors where permitted;
- any other method accepted at the Administration's discretion.

6.2. Payments made in cryptocurrency are considered complete only after the required number of blockchain confirmations has been reached. The Administration bears no responsibility for:

- network congestion or delays;
- blockchain reorganizations;
- transaction fees or volatility;
- accidental transfers by the Client to the wrong address.

6.3. All Fees are **non-refundable**, regardless of:

- Client dissatisfaction;
- changes to the Client's business model;
- regulatory issues faced by the Client;
- loss of access to payment systems;
- failure of the Client's marketing or traffic acquisition;
- the Client's own technical errors or misconfigurations.

6.4. The Client shall maintain all required balances, wallets, payment accounts, or other assets necessary for conducting business with End Users. The Administration does not:

- provide custody or escrow services;

- handle End Users' funds;
- store private keys or seed phrases;
- interact with End Users' balances in any way.

6.5. Late or failed payments may result in:

- immediate suspension of Services;
- deletion of Client data;
- loss of configurations, settings, code customizations, logs or front-end assets;
- permanent termination without recovery options.

6.6. The Administration is not required to warn the Client prior to suspension or termination due to missed or failed payments, though it may choose to do so at its discretion.

7. Access, Suspension and Termination by the Administration

7.1. The Administration reserves the unconditional right to:

- suspend the Client's access;
- restrict certain features or modules;
- limit API calls or server resources;
- disable the Client's project entirely;
- terminate the Client's access permanently;
at any time, **with or without cause, with or without notice**, at the sole discretion of the Administration.

7.2. Grounds for suspension or termination include, but are not limited to:

- (a) non-payment or late payment of Fees;
- (b) breach of any provision of these Terms;
- (c) fraudulent, abusive, illegal or high-risk client behavior;
- (d) excessive server load, attacks or instability caused by the Client's project;
- (e) requests, claims or investigations initiated by third parties, regulators, or hosting providers;
- (f) reputational or operational risk posed by the Client's activities;
- (g) failure to report accurate data in rev-share models.

7.3. The Client acknowledges that the Administration is under no obligation to provide explanations, warnings, evidence or justification for suspension or termination.

7.4. Upon termination:

- all rights granted to the Client under these Terms immediately cease;
- all Fees remain non-refundable;
- the Administration may delete all Client data immediately and irreversibly.

7.5. The Administration has no obligation to export, migrate, or provide copies of the Client's data, configurations, or assets. The Client is solely responsible for maintaining backups.

8. Disclaimers and Limitation of Liability

8.1. The Platform and all Services are provided strictly “as is”, “as available”, without warranties of any kind, whether express, implied, statutory or otherwise.

8.2. To the maximum extent permitted by applicable law, the Administration disclaims all warranties, including but not limited to:

- merchantability;
- fitness for a particular purpose;
- uninterrupted service;
- error-free performance;
- absence of security vulnerabilities;
- compliance with any regulatory requirements;
- suitability for operating gambling or iGaming activities in any jurisdiction.

8.3. The Administration shall not be liable for any:

- direct, indirect, incidental, consequential or special damages;
- loss of profits, revenue, customers, players or goodwill;
- business interruption;
- loss or corruption of data;
- delays, downtimes or outages;
- regulatory penalties or legal actions against the Client;
- disputes or claims from End Users;
- issues caused by third-party payment providers, affiliates, hosting companies or advertising networks.

8.4. The Client acknowledges that operating an iGaming project carries inherent financial, regulatory and technical risks. The Administration bears no responsibility for such risks.

8.5. In any case where liability cannot be fully excluded, the Administration’s maximum aggregate liability shall not exceed the total amount of Fees paid by the Client in the **preceding 30 days** before the event giving rise to the claim.

9. AML / KYC Responsibilities

9.1. The Administration does **not** provide, implement, manage, or supervise any AML (Anti-Money Laundering), CTF (Counter-Terrorist Financing), KYC (Know-Your-Customer) or KYB (Know-Your-Business) procedures on behalf of the Client.

9.2. The Client bears **exclusive responsibility** for establishing, maintaining, and enforcing all AML/KYC/CTF policies and procedures required by the laws and regulations of the jurisdictions in which the Client operates or accepts End Users.

9.3. The Client shall independently determine whether its business model, operations, payment flows, crypto acceptance, or iGaming activities trigger mandatory AML/KYC obligations, and shall

implement such measures without any involvement from the Administration.

9.4. The Client acknowledges that failure to implement appropriate AML/KYC controls may result in:

- regulatory sanctions;
- account closures by payment providers or crypto platforms;
- anti-fraud flags;
- financial losses or seizures;
- termination of Services by the Administration.

9.5. The Administration shall not be liable for any legal, financial, or operational damage arising from the Client's failure to comply with AML/KYC requirements.

9.6. The Administration does not verify the identity, source of funds, or legality of any transactions made by the Client or by End Users of the Client's project. All such verification is the **sole duty of the Client**.

10. Intellectual Property Rights

10.1. All software, source code, databases, scripts, designs, interfaces, engines, tools, documentation, and other materials comprising the Platform ("Platform IP") are and shall remain the exclusive property of the Administration or its licensors.

10.2. Except for the limited license granted in these Terms, no rights or ownership to the Platform IP are transferred to the Client.

10.3. The Client receives a **non-exclusive, non-transferable, non-sublicensable, revocable license** to access and use the Platform solely for the purpose of operating its own project under the White-Label Model.

10.4. The Client shall not:

- (a) copy, modify, alter, adapt, translate or reverse engineer the Platform;
- (b) decompile, disassemble, or attempt to extract source code;
- (c) create derivative works based on the Platform IP;
- (d) sublicense, resell, distribute or lease the Platform or its modules;
- (e) remove or alter any proprietary notices or identifiers;
- (f) use the Platform for the benefit of third parties without prior written approval from the Administration.

10.5. Any custom branding, logos, texts, images or assets supplied by the Client remain the Client's intellectual property. The Client grants the Administration a limited license to use such materials solely for Platform integration and configuration.

10.6. If the Client requests custom development, the resulting code may, at the Administration's discretion:

- be considered part of the Platform IP; or
- be licensed exclusively to the Client under separate terms.

10.7. The Administration may reuse anonymized or generic components of custom developments for internal improvement or for other clients, unless explicitly agreed otherwise in writing.

11. Confidentiality

11.1. “Confidential Information” means any non-public information shared between the parties, including but not limited to technical documentation, APIs, pricing, business strategies, user metrics, financial indicators, login credentials, server access details, and private communications.

11.2. Each party agrees not to disclose the other party’s Confidential Information to any third party except:

- to employees or contractors who strictly require access;
- where required by law or court order;
- where such information has become public through no fault or breach of confidentiality.

11.3. The Client acknowledges that the Administration is not obligated to maintain Client data for any specific period and may delete such data at any time after termination.

11.4. Confidentiality obligations survive termination of these Terms for an indefinite period, unless prohibited by applicable law.

12. Data Handling & Privacy

12.1. The Administration does not act as a data controller or data processor for the Client’s End Users. All End-User data flows occur strictly between the Client and the End Users.

12.2. The Administration may host or store certain technical data necessary to operate the Platform, but such storage:

- is purely incidental;
- does not constitute processing on behalf of the Client;
- does not impose GDPR, CCPA, or similar obligations on the Administration.

12.3. The Client is solely responsible for:

- creating and publishing a Privacy Policy for End Users;
- ensuring GDPR, CCPA, LGPD, and similar compliance;
- handling data requests, deletions, corrections, and breach notifications;
- securing End-User data against unauthorized access or misuse.

12.4. The Administration may collect anonymized usage statistics, server performance metrics, and operational logs necessary for monitoring, maintenance, billing or security.

12.5. The Client acknowledges that the Administration may, but is not obligated to, retain logs or backups for operational or legal purposes.

12.6. The Administration does not guarantee long-term retention or recovery of any data. The Client assumes full responsibility for independent backups.

13. Cryptocurrency & Digital Asset Risk Disclaimer

13.1. The Administration does **not** provide cryptocurrency services and does **not**:

- issue digital assets;
- act as a custodian of funds;
- manage private keys or wallets;
- process blockchain transactions;
- verify the legality of crypto flows used by the Client.

13.2. Any crypto transactions between the Client and End Users occur entirely outside the Platform and remain the Client's private business.

13.3. The Client assumes full responsibility for:

- using crypto wallets, platforms, exchanges or services;
- blockchain delays, transaction failures, gas fees, volatility or loss of funds;
- legal compliance regarding digital assets in all relevant jurisdictions.

13.4. The Administration is not liable for any crypto-related events, including but not limited to:

- network congestion or downtimes;
- wallet misconfigurations;
- hacks, exploits or phishing attacks on the Client or End Users;
- regulatory bans, blacklists, or exchange account closures.

13.5. The Administration will never request private keys, seed phrases, recovery codes or sensitive crypto credentials. Any such request purporting to be from the Administration should be treated as fraudulent.

14. Governing Law and Dispute Resolution (Seychelles)

14.1. These Terms shall be governed exclusively by the laws of the **Republic of Seychelles**, without regard to any conflict of law principles that would require the application of another jurisdiction's laws.

14.2. Any dispute, claim, or controversy arising out of or relating to the Platform, the Services, or these Terms, including their existence, validity, interpretation, performance, breach or termination, shall be resolved **exclusively** by the competent courts of **Victoria, Mahé, Republic of Seychelles**.

14.3. The Client explicitly acknowledges that:

- accessing Seychelles courts may be difficult or impractical;
- the choice of this jurisdiction is a material condition of these Terms;
- the Administration's decision to provide the Platform depends on this legal protection.

14.4. The Client irrevocably waives any objection to jurisdiction, convenience, or enforceability of

court proceedings in Seychelles.

14.5. Nothing in this section prevents the Administration from seeking interim, injunctive or protective measures in any court of competent jurisdiction, where necessary to protect its rights or the integrity of the Platform.

15. Force Majeure

15.1. The Administration shall not be liable for any failure or delay in performing its obligations under these Terms if such failure or delay results from a Force Majeure event, including but not limited to:

- natural disasters, earthquakes, storms, floods;
- wars, hostilities, armed conflicts, terrorism;
- riots, civil unrest, government actions;
- power outages, Internet disruptions, DNS failures;
- failures of hosting providers, data centers, or network operators;
- epidemics, pandemics, quarantine restrictions;
- strikes, labor disputes, embargoes.

15.2. During a Force Majeure event, the Administration's obligations are suspended for the entire duration of the event.

15.3. The Administration is not required to compensate the Client for any downtime, interruptions, data loss, or failed transactions resulting from Force Majeure events.

16. Assignment

16.1. The Client may not assign, transfer, sublicense, or otherwise dispose of any rights or obligations under these Terms without the prior written consent of the Administration.

16.2. The Administration may assign or transfer these Terms, in whole or in part, to any successor, affiliate, or third party without requiring Client consent.

16.3. Any unauthorized assignment by the Client shall be deemed null and void.

17. Amendments

17.1. The Administration may modify, update, or amend these Terms at any time, at its sole discretion.

17.2. Amendments become effective immediately upon publication or notification through any communication channel chosen by the Administration.

17.3. Continued use of the Platform after the amendments constitute the Client's acceptance of the updated Terms.

17.4. If the Client does not agree with an amendment, the Client must cease using the Platform immediately. No refunds will be provided.

18. No Partnership, Joint Venture, or Agency

18.1. Nothing in these Terms shall be construed as:

- creating a partnership or joint venture;
- establishing an agency, employment or fiduciary relationship;
- granting the Client authority to bind or represent the Administration.

18.2. The Client operates its own project independently and assumes full responsibility for all business decisions, risk management, operations, and End-User interactions.

19. Severability

19.1. If any provision of these Terms is found to be invalid, unlawful, or unenforceable by a court of competent jurisdiction, such provision shall be enforced to the maximum extent permissible.

19.2. The invalidity of any provision shall not affect the validity of the remaining provisions, which shall continue in full force.

20. Entire Agreement

20.1. These Terms constitute the entire agreement between the Administration and the Client regarding the Platform and the Services, superseding all previous agreements, understandings, and representations.

20.2. No verbal or informal statements by either party shall be considered legally binding unless expressly included in these Terms or confirmed in writing.

21. Contact

21.1. The Administration may provide contact information or support channels at its discretion. Such contact channels may change at any time.

21.2. The Client acknowledges that the Administration is not obligated to maintain continuous support availability, specific response times, or dedicated representatives.