



Golden Ticket Online Arcade Refund Policy

Last Updated: March 2026

Golden Ticket Online Arcade is committed to maintaining transparent and fair purchasing practices on our Platform. This Refund Policy outlines the terms and conditions that apply to purchases of Gold Coins, including when refunds may or may not be issued.

By making a purchase on our Platform, players acknowledge and agree to the refund terms described in this policy, as well as the applicable provisions set out in our Terms and Conditions and Sweeps Rules

1. General Refund Policy

All purchases of Gold Coins on the Platform are generally final and non-refundable.

Gold Coins are virtual entertainment credits used solely for gameplay on the Platform. Gold Coins have no monetary value and are not redeemable for cash, prizes, or other items of value.

By completing a purchase, players acknowledge and agree that Gold Coins are provided for entertainment purposes only and that completed transactions are considered final.

Refunds will only be issued in limited circumstances, including where required by applicable law or where a confirmed billing error, unauthorized transaction, or payment processing issue has occurred.

2. Geographic Purchase Restrictions

Gold Coin purchases made from Excluded Territories are not permitted.

If a purchase is identified as originating from an Excluded Territory, the transaction may be voided and refunded. In such cases:

- A refund will be issued for the transaction amount.
- The Platform may deduct applicable payment processing fees, administrative costs, and any charges imposed by the payment processor or financial institution.

Players are solely responsible for ensuring that they are legally permitted to make purchases under the laws of their jurisdiction.



3. Responsibility of the Player

Players are responsible for confirming that their participation and purchases comply with all applicable laws and regulations in their jurisdiction before completing any transaction on the platform.

The platform is not responsible for purchases made in violation of local laws , geographic restrictions, or other eligibility requirements.

4. Billing Issues and Refund Requests

If a player believes that a purchase was made in error due to a billing issue, technical issue, or unauthorized transaction, the player must contact customer support promptly for review.

Refund requests should be submitted within seven (7) days of the transaction date and must include sufficient information for investigation.

Golden Ticket Online Arcade reserves the right to request supporting documentation when reviewing refund requests. All requests will be evaluated on a case-by-case basis in accordance with this Refund Policy, the Terms and Conditions, and applicable laws.

5. Chargebacks and Payment Disputes

Players are encouraged to contact customer support before initiating a chargeback or payment dispute with their financial institution.

Initiating a chargeback without first attempting to resolve the issue through customer support may result in temporary suspension or restriction of the player's account while the matter is investigated.

Golden Ticket Online Arcade reserves the right to take appropriate action where chargebacks or payment disputes are determined to be abusive or fraudulent.

6. Contact Support

For questions regarding purchases or billing concerns, players may contact customer support through the official support channels listed on the Platform.

Email: support@gtocard.com

Mailing Address:

Golden Ticket Online Arcade



2186 Jackson Keller Rd Suite 2269

San Antonio, TX 78213

United States.

Customer support communications may be monitored or recorded for quality assurance, training, and compliance purposes as described in the Terms and Privacy Policy.