

Refunds and Cancellations Policy

1. Tournament Registrations

Tournament registrations are generally non-refundable once successfully confirmed.

2. Event Cancellation

If Arcadex cancels a tournament before it begins, eligible participants will receive a full refund to the original payment method.

3. Duplicate or Failed Payments

If a payment is charged more than once for the same registration or a payment is captured in error, the excess amount will be refunded after verification.

4. User Cancellation

If a participant chooses to cancel after completing registration, refunds are generally not provided unless explicitly stated for a specific event.

5. Refund Processing

Approved refunds are typically processed within 5–7 business days. The actual credit timeline depends on the payment provider and the customer's bank.

6. Contact

For refund-related questions, please contact Arcadex through the contact information available on the website.