SpinWizRoulette Refund and Cancellation Policy

Revised 12 November 2026. Effective date: 14 November 2026.

This policy covers the monthly SpinWizRoulette subscription and any separately offered fixed 30-day access purchase, sold by the individual trading as SpinWizLab in Sweden, described in section 1 of the accompanying Terms of Service. It explains cancellation, withdrawal and remedies when paid access or included functionality is faulty, unavailable or not supplied as agreed. It concerns subscription payments, not casino deposits, bets or gambling winnings.

Contact: info@spinwizlab.com. Location: Stockholm, Sweden.

1 Refund policy

Payments are non-refundable except where required by applicable law or expressly promised in your purchase terms. We offer no voluntary money-back guarantee, uptime credit or general satisfaction guarantee. Non-use, disappointing gambling or simulation results, or preference for an earlier interface do not by themselves establish a refund right.

Mandatory rights concerning withdrawal, non-delivery, defects, payment errors and qualifying service changes remain unaffected. A lawful routine change is not automatically a defect. Feature changes are governed by section 11 of the Terms of Service.

2 Stop future subscription renewals or let fixed access expire

Cancel through your Whop subscription controls or email info@spinwizlab.com with a clear request and enough information to identify the subscription. No reason or particular form is required. Cancellation received before renewal stops that renewal and leaves access until the paid period ends, without refunding that period unless a separate right applies. Contact us about any charge made in error after timely cancellation.

A separate NOWPayments crypto purchase, where offered, supplies 30 days of access without automatic renewal. It expires without another charge and needs no cancellation to stop renewal. Buying or allowing that access to expire does not cancel a separate Whop subscription. Withdrawal and fault remedies still apply where required by law.

Cancellation of renewal, statutory withdrawal and termination for a fault are different requests. State the outcome you seek; legal terminology is not required.

3 Statutory withdrawal after an online purchase

If you are a consumer with a statutory withdrawal right, you can normally withdraw within 14 days after the paid access agreement is concluded, without giving a reason. A longer period may apply if legally required withdrawal information was not supplied. A routine monthly renewal of the same agreement does not generally start a new withdrawal period, unless applicable law requires otherwise.

Send an unambiguous withdrawal notice to info@spinwizlab.com or our postal address. You may use the optional model form at the end of this policy, but you do not have to. Sending a timely notice before the deadline is sufficient under the applicable rules.

The direct withdrawal-notice channel for SpinWizLab is info@spinwizlab.com. Identify the purchase and state clearly that you wish to withdraw; the optional form below is sufficient but not compulsory. You may also use a dedicated statutory-withdrawal function made available in the website, app or checkout where you concluded the contract. Where such an online function is legally required, it must remain available throughout the withdrawal period and provide the required acknowledgement. Email is an additional notice channel and does not replace that obligation. A normal cancel-renewal control is not necessarily a statutory-withdrawal function, and the absence of a function does not remove your withdrawal rights.

These subscription documents do not treat merely downloading, activating or using the app as consent to lose your withdrawal right. Different rules can apply to separately supplied digital content, but we do not rely on a digital-content waiver unless the legally required classification, prior express consent, acknowledgment and durable confirmation have actually been satisfied. A general terms checkbox is not enough for that purpose.

If you expressly request that an ongoing service begin during the withdrawal period, and we provide all legally required advance information, applicable law may allow a reasonable proportionate charge for service actually supplied before withdrawal. We will not deduct a usage charge where the required conditions are absent, or where the law does not permit it. Merely making the app available does not establish that you made the required express request.

We reimburse amounts due on statutory withdrawal without undue delay and within 14 days of receiving the withdrawal notice, using the original payment method unless you expressly agree otherwise and incur no fee. Access ends when the withdrawal takes effect. We do not charge an administrative refund fee.

4 Faulty access, missing features and delayed delivery

Report a fault or missing paid access to info@spinwizlab.com with your order reference, symptoms and relevant app version. Reasonable troubleshooting information may be requested; optional telemetry is not required. Do not send passwords or full license keys. Reporting promptly helps investigation and does not shorten statutory claim periods.

Remedies follow applicable law. Where correction or replacement is available, it must be provided without charge within a reasonable time and without significant inconvenience. Price reduction or termination may apply if correction is impossible, refused, unsuccessful or not provided under those conditions. Serious faults can justify an immediate remedy. A minor fault does not automatically permit termination; where Swedish law applies, we must show it is minor if relying on that ground. Rights concerning delayed delivery, withholding payment and damages remain available.

A bug, brief interruption, history-data gap or maintenance event does not automatically justify a full refund. Equally, there is no fixed outage waiting period or requirement that the entire app fail before a legal remedy can apply. The agreed service, the actual impact and applicable law determine the outcome. For continuous supply, statutory responsibility covers the agreed supply period and required updates.

A problem caused solely by your equipment or connection is not by itself our defect. This does not excuse faulty software, inadequate installation instructions or failure to disclose required compatibility information. Beta, maintenance and third-party labels do not exclude mandatory remedies.

Where Swedish law applies, refunds due for price reduction or termination are paid without undue delay and no later than 14 days after the reduction is requested or termination is notified.

5 How refunds for faults are calculated

A legally due price reduction reflects the loss of value and affected period, including partial or recurring faults. On lawful termination of continuous supply for a fault, repayment covers the nonconforming period and unused prepaid time as required by law; future renewal charges stop. It is not automatically a refund of every earlier subscription payment.

Calculations use the amount actually paid and applicable tax adjustments. Duplicate repayment of the same amount is excluded, without limiting separate compensation required by law. Investigation or later restoration does not extend statutory refund deadlines or erase accrued rights.

6 How payments are returned

Whop subscription refunds are processed through Whop to the original payment method unless you expressly agree otherwise without a fee. For a crypto purchase, contact info@spinwizlab.com so we can verify the payment and refund details. SpinWizLab handles refunds of completed crypto payments manually from its wallet and offers repayment in Ether (ETH), to a verified refund address on a network agreed with you. If this differs from your original payment method, we obtain your express agreement first, at no extra cost to you. If you do not agree, your right to a legally required refund using the original payment method remains unaffected. A technical limitation of a provider does not cancel a statutory refund obligation or extend its deadline.

The refund owed is determined under sections 3 to 5, using the original payment record and applicable tax adjustments. For a refund agreed in ETH, we confirm the refund amount and the ETH conversion rate with you before sending it. SpinWizLab pays the necessary sending network fee, so it is not deducted from a legally due refund. Agreement to an ETH refund does not reduce any amount required by law or extend an applicable refund deadline. We do not deduct processing, platform or administrative charges from a legally due repayment contrary to law. Bank or network posting times may vary. Do not send wallet private keys or recovery phrases.

A price reduction alone does not cancel the subscription. Withdrawal or termination ends access as applicable. The applicable payment-provider dispute procedures remain available.

7 Escalating a complaint

Email info@spinwizlab.com with your complaint or request for review. Applicable Whop and payment-provider complaint procedures remain available.

Unresolved eligible consumer disputes may be referred to Sweden's National Board for Consumer Disputes (ARN), www.arn.se, Box 174, 101 23 Stockholm, Sweden. Eligibility rules, value thresholds and time limits apply. Your mandatory legal rights remain unaffected.

8 Optional model withdrawal form

Complete and send this only if you wish to withdraw from your contract. You can instead send any other clear withdrawal notice.

To: SpinWizLab (the seller described in section 1 of the accompanying Terms of Service), Stockholm, Sweden, info@spinwizlab.com.

I hereby give notice that I withdraw from my contract for the supply of the following digital content or service: SpinWizRoulette paid access (monthly subscription or fixed-period purchase, as applicable).

- Date ordered or agreement concluded:
- Order or subscription reference, if available:
- Consumer name:
- Consumer address:
- Email used for the purchase:
- Signature, only if this form is sent on paper:
- Date:

Do not include a password, full payment-card number or full license key.