Withdrawals, Limits and Processing Times

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Withdrawal and verification of funds

- **Operation direction:** External casino withdrawal → personal MiFinity in PLN; reservation of the request is separate from receipt by the recipient.
- **Withdrawal method:** MiFinity for JV-W01 and JV-W02, the same instrument used in JV-D02.
- **Withdrawal minimum:** 20 PLN in the passport of the selected route MiFinity; the top-up minimum MiFinity is separately equal to 50 PLN.
- **Maximum per request:** 4 000 PLN per request for the selected cashier route; JV-W01 per 137 PLN passes this limit.
- **Daily limit:** 5 000 PLN per calendar day in the passport of route JV-W01; remaining until the request 5 000 PLN.
- **Weekly limit:** 10 000 PLN per calendar week; until JV-W01, 0 PLN used.
- **Monthly limit:** 20 000 PLN per calendar month for the selected profile; the special restrictions of §8.3 are retained separately in the currency of the rules.
- **Limit already used:** Until JV-W01, 0 PLN used; after JV-W01 — 137 PLN, after JV-W02 — 157 PLN for November in this route.
- **Number of simultaneous requests:** One active request; JV-W02 created after completion of JV-W01.
- **Rule of return to the top-up method:** Priority of the original payment instrument and owner match; JV-W01 sent to MiFinity, which had topped up JV-D02.
- **Distribution between multiple methods:** The payout is distributed taking into account the origin of funds and owner verification; an alternative route requires approval. The rule does not mean free withdrawal to someone else's wallet.
- **Turnover of an ordinary deposit:** Under §8.3, where turnover is less than 2× deposits, the operator may withhold 20% of the withdrawal; before JV-W01 real bets 315 PLN, deposits 70 PLN, threshold 140 PLN.
- **Unfinished bet:** By the time of JV-W01, no open rounds or unsettled bets remained; transfer of the request does not annul an unfinished wager.
- **Active bonus:** I cancelled the Welcome before the cash session; the bonus balance and the remainder of FS were zeroed, and restoration of the program after cancellation is not applied.
- **KYC:** In JV-W01, identity and address were verified; the KYC request is part of waiting for request confirmation and is not added to it a second time.
- **Request confirmation:** I confirmed JV-W01 via SMS to the linked phone; for a repeat JV-W02 I confirmed the action in an authorized session.
- **Verification waiting time:** The approved waiting range for withdrawal confirmation: 20–45 minutes. A separate JV-W01 — 41,6 min; JV-W02 — 22,4 min.
- **Sending time:** JV-W01 sent 12.11.2026 11:41:36+01:00 after approval; the processing time of 220 s is counted separately.
- **Receipt time:** JV-W01 received 12.11.2026 11:45:16+01:00; full time 45 min 16 s, including confirmation 41 min 36 s.

- **Business or calendar days:** The author's intervals are given in calendar minutes; the published deadlines for approval of 2/5/14/30 business days are retained as terms of the regulations.
- **Cancellation of the request:** Before sending, cancellation of the request returns the reserved amount to the available cash balance; this is a return of one's own reserve, not income.
- **ID withdrawal episode:** JV-W01 — 137 PLN, first withdrawal; JV-W02 — 20 PLN, repeat withdrawal.
- **Country of the withdrawal game account:** Poland for both requests.
- **Country of the withdrawal payment account:** Poland, the author's personal profile MiFinity.
- **Currency of the withdrawal request:** PLN in JV-W01 and JV-W02.
- **Currency of actual receipt:** PLN in MiFinity; FX was not applied for these payouts.
- **Withdrawal request time:** JV-W01: 12.11.2026 11:00:00+01:00; JV-W02: 13.11.2026 12:00:00+01:00.
- **Withdrawal sending time:** JV-W01: 12.11.2026 11:41:36+01:00; JV-W02: 13.11.2026 12:22:24+01:00.
- **Actual receipt time:** JV-W01: 12.11.2026 11:45:16+01:00; JV-W02: 13.11.2026 12:25:14+01:00.
- **SMS-confirmation of a specific withdrawal:** JV-W01: SMS confirmed before sending documents; JV-W02: no new SMS was required. These are the results of individual operations, not a universal rule for cancelling protection.
- **Documents for a specific withdrawal:** JV-W01: ID and address confirmation, upload of 11:02:00, acceptance of 11:11:30+01:00. JV-W02: no repeat documents were requested.

Withdrawal: confirmation and receipt

ID	Request, PLN	Request +01:00	Verification / sending +01:00	Receipt +01:00	Commission / receipt	Full interval
JV-W01	137	12.11.2026 11:00:00	12.11.2026 11:41:36	12.11.2026 11:45:16	0 PLN / 137 PLN	41:36 + 3:40 = 45:16
JV-W02	20	13.11.2026 12:00:00	13.11.2026 12:22:24	13.11.2026 12:25:14	0 PLN / 20 PLN	22:24 + 2:50 = 25:14

The approved confirmation-waiting observation — on average from 20 to 45 minutes — is retained independently. The two additional episodes do not replace this range with a statistical average. In JV-W01, documents were accepted 11:02:00–11:11:30 within 41:36 of verification; their duration is not added again to 45:16. Upon reservation of 137 PLN, the available cash balance became 20 PLN; completion of the reservation and receipt by the recipient are not counted as two separate expenses.

External withdrawal and refunds

- **OPERATOR-CONFIRMED, regulation §8.3.** All deposits must be finally credited without cancellations, refunds or chargebacks. At least one completed deposit, successfully completed verifications, a fully completed profile and withdrawal by the same method used to make the deposit are required. Withdrawal above 1 000 USD requires identity documents (passport or ID, the passport series and number may be masked) and may require additional documents. Where turnover is less than 2× of the deposit, the operator may withhold 20% of the withdrawal amount. When withdrawing funds that have not yet participated in play, a separate policy also indicates the right to charge processing costs.

- **OPERATOR-CONFIRMED, timeframes after a successful KYC.** The regulations state the timeframes for the operator's approval of the request excluding weekends and public holidays. Crediting of funds after approval depends on the method and external processing. Banks and most providers may not operate on weekends and public holidays; the operator disclaims responsibility for delays after approval. An alternative method or payout procedure may be agreed individually.

Request amount (EUR or equivalent)	Approval range	Deadline from request
Up to 499	5 minutes – 12 hours	2 business days
500–4 999	5 minutes – 48 hours	5 business days
5 000–29 999	5 minutes – 72 hour	14 business days
30 000–74 999	5 minutes – 120 hours	30 business days
Cumulative withdrawal above 75 000 per calendar month	Individually with a dedicated manager and after additional checks, compliance and due diligence	No general timeframe in the text

- If the request amount plus the current balance and cumulative historical withdrawal is at least 20 times the amount of deposits, the regulations permit a limit of 10 000 EUR or equivalent per 30 days. For exactly 75 000 EUR, the separate wording on the cumulative monthly amount "above" and the range up to 74 999 EUR do not give an explicit timeframe. The handling of fractional amounts between the integer boundaries of the ranges is also not specified.
- **OPERATOR-CONFIRMED, refund policy and 1-Click terms.** Clicking "Zapłać" is deemed a final, irrevocable confirmation of payment. The player is responsible for applicable taxes, fees and other costs and for compliance with the requirements of their jurisdiction. Future purchases can be cancelled via the personal account. The provider processes the amount declared by the merchant and is not responsible for the purchase, quality, price, processing failures, inability to authorize the card or the bank's decision. For identification after a card top-up, the refund policy requests copies of both sides of the card, where only the first 6 and last 4 digits are visible and CVV2 is masked.
- **Terms, English-language summary and regulations.** The English-language overview states individual approval of any withdrawal above 75 000 EUR after standard verification, while the regulations separately describe the cumulative monthly amount and additional checks. The English approval table repeats the working deadlines of 2, 5, 14 and 30 days and states a start from 5 minutes. Additional intermediate deadlines are given in the regulations.
- **data context.** The table of methods and limits above relates to top-up. The selected author's route MiFinity: minimum 20 PLN, commission 0 PLN; JV-W01/JV-W02 contain separate request, sending and receipt points.

Polityka Zwrotów — refunds and cancellation of payments

By clicking the "Pay" button, your payment is finalised and is non-refundable.

After making a payment, you agree that the payment is irrevocable and non-refundable. By making a purchase on our site, you confirm that you comply with the regulations in force in your jurisdiction. In addition, by accepting this policy (and/or the Terms and Conditions), as a cardholder, you confirm that you are entitled to purchase the goods and/or services offered on this site.

If you wish to cancel future purchases of goods and/or services, you can do so in the Personal Account section on the site. The payment service provider is not liable for the refusal or inability to process data related to your

payment card, nor for rejection resulting from the card-issuing bank's inability to authorize the payment. The payment service provider is not responsible for the quality, quantity or price of any service and/or product offered or purchased on the site using your payment card.

Please note that your account is not a bank account and is therefore not covered by any insurance schemes, guarantees or other protection measures typically provided by deposit insurance or bank insurance systems. Funds in your account do not accrue interest.

You may request a withdrawal of funds from your account at any time, provided that:

All payments made to the account have been verified and none of them have been cancelled or reversed;

All necessary verification steps have been completed.

We reserve the right to charge a fee corresponding to our costs for withdrawing funds that were not used in the game.

If the withdrawal amount exceeds 1000 USD, we require an identification process, which includes submitting a copy or digital photo of an identity document (such as a passport or ID card). The passport series and number may be obscured. If you topped up your account with a payment card, you must provide copies of both sides of the card. Make sure that the card number shows only the first six and last four digits (if the card number is embossed, the same digits should be obscured on the back), and the CVV2 code must be obscured.

In the case of suspicious or fraudulent transactions, including the use of stolen credit cards or other fraudulent activities (such as chargebacks or payment cancellations), the Company reserves the right to block your account, void any payments and recover any winnings. We may also report any fraudulent activities to the relevant authorities and/or organizations (including credit reference agencies). The Company is not liable for unauthorized use of credit cards, even if the theft of the cards has been reported.

Related documents

- Payment Methods, Currencies and Fees (17-11-2026-payment-methods.pdf) · section “Payment and currency availability”
- Account Verification and Documents (17-11-2026-account-verification.pdf) · section “KYC and AML”