

Referrals & Bonuses

This document provides detailed solutions for customer queries about our promotional programs, including referrals, bonuses, and special offers.

1. The "Refer & Earn" Program

1.1. How does the "Refer & Earn" program work?

- **Answer:** Our "Refer & Earn" program is designed to reward you for bringing your friends to our platform! The process is simple:
 1. **Find Your Code:** Go to the "Refer & Earn" or "Invite Friends" section in the app to find your unique referral code or link.
 2. **Invite Friends:** Share this code or link with your friends via WhatsApp, SMS, email, or social media.
 3. **Friend Registers:** Your friend must download the app and sign up using YOUR referral code. This is a crucial step.
 4. **Friend Makes First Deposit:** You and your friend will typically receive your rewards after your friend makes their *first successful deposit* on the platform.
 5. **Get Rewarded!** Once the conditions are met, the referral bonus will be credited to both of your accounts automatically.
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1.2. Where can I find my unique referral code?

- **Answer:** Your personal referral code is always available in the app. Just tap on the main menu and look for the **"Refer & Earn"** section. You will find your code there, along with easy options to share it directly.

1.3. What do I get for referring a friend? What does my friend get?

- **Answer:** The rewards are designed to benefit both of you!
 - **For You (The Referrer):** You will receive a reward, which could be Bonus Cash, a free ticket to a paid contest, or a percentage of your friend's first deposit amount.
 - **For Your Friend (The Referred):** Your friend will also receive a welcome reward for signing up with your code, such as a special signup bonus or an exclusive discount on their first deposit.
 - *Note:* The exact rewards can change based on current promotions. You can always see the active referral offer in the "Refer & Earn" section of the app.
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1.4. I referred a friend, but I didn't get my bonus. Why?

- **Answer:** This can happen for a few specific reasons. Please check the following:
 - **Code Not Used:** Did your friend forget to enter your referral code during their registration? The bonus is only applied if the code is used correctly.
 - **Condition Not Met:** Most referral bonuses are linked to the referred friend completing a specific action, usually making their first deposit. Perhaps your friend has registered but hasn't added cash yet.
 - **Self-Referral:** Our system has checks in place to prevent users from referring themselves by creating new accounts. This is a violation of our Fair Play Policy and will result in no bonus being credited.
 - **Processing Time:** While usually instant, please allow up to 24 hours for the bonus to be credited after your friend has completed the required action.
 - **Tracking Link:** If your friend clicked a link but then downloaded the app separately from the App Store later, the tracking might have been lost. It's always best to ensure they use the code manually if unsure.
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2. Bonuses, Promo Codes & Offers

2.1. What are the different types of bonuses available?

- **Answer:** We offer a variety of bonuses to enhance your gaming experience! These include:
 - **Welcome Bonus:** A special bonus for new users when they first sign up.
 - **Deposit Bonus:** You get extra Bonus Cash when you make a deposit. For example, a "20% Bonus on Deposit" offer.
 - **Cashback Offers:** You get a percentage of your entry fee back as a bonus, even if you don't win a particular contest.
 - **Free Contest Entry:** A ticket that allows you to join a specific paid contest for free.
 - **Special Promotional Bonuses:** Rewards given during festivals, special events, or for being a loyal player.
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2.2. How do I use a promo code?

- **Answer:** If you have a promo code, you can apply it easily.
 1. Go to the **"Add Cash"** screen.
 2. Enter the amount you wish to deposit.
 3. Look for a field that says **"Have a Promo Code?"** or **"Apply Promo Code"**.
 4. Enter your code carefully and tap "Apply".

5. You will see a success message confirming that the offer has been applied. Now you can complete the deposit to receive the bonus.

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2.3. What is the difference between my Deposit, Winnings, and Bonus balances?

- **Answer:** This is a very important question. Your in-app Wallet is broken down into three parts:
 - **Deposit Balance:** This is the money you have added to your account from your bank/card/UPI. You can use this money to join any cash contest. This amount is not directly withdrawable.
 - **Winnings Balance:** This is the money you have won from playing contests. This entire balance is fully withdrawable to your verified bank account (after TDS deductions as per law).
 - **Bonus Balance:** This is a promotional credit given by us for free. You can use this Bonus Cash to pay a portion of the entry fee for many contests. **Bonus Cash cannot be withdrawn.**

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2.4. Why can't I withdraw my Bonus Cash?

- **Answer:** Bonus Cash is a promotional credit that we provide for free to give you more opportunities to play and win. It is intended to be used as a discount on contest entry fees and has no monetary value on its own, which is why it cannot be withdrawn to a bank account.

2.5. My promo code is not working. What should I do?

- **Answer:** If your promo code is showing as invalid, please check for these common issues:
 - **Code Expired:** Most promo codes have an expiry date. Please check the offer details.
 - **Code Already Used:** A code can typically be used only once per user.
 - **Incorrect Code:** Please double-check the spelling of the code. They are often case-sensitive.
 - **T&Cs Not Met:** The code may have specific conditions, like being valid only on a minimum deposit amount or for a specific group of users. For example, a "First Deposit" code won't work for an existing player.
 - The terms and conditions for each offer are always available in the promotion details.

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2.6. Where can I find all the latest offers and promotions?

- **Answer:** You never have to miss an offer! We announce all new promotions through:
 - The "**Promotions**" or "**Offers**" section within the app.

- App notifications (make sure you have them enabled!).
- Emails or SMS sent to your registered contact details.

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