

Cancellation and refund Policy

All deposits and purchases made and fees paid on Proteam11 to play or in connection with Fantasy Sport are final. All transactions are final. We recognize that customer satisfaction is extremely important to us, so only error-oriented transaction cases shall be reviewed.

If you are not fully satisfied with any deposit/purchase made or fee paid on Proteam11 and feel there is an 'Error' in the transaction, please let us know about that within 3 days from the transaction date, and we shall certainly review the transaction and determine the resolution at our own discretion.

Proteam11 reserves the right to cancel any match(es) for any reason, with or without disclosure of the reason, and refund all fees paid for such matches by any and all users within 1-3 business days.

Term and condition

Agreement :

We advise you to read our Terms of Service carefully and understand them well. All the clauses in the Terms of Service of Proteam11 are delineated below and included in the medium of reference that can be accessed by clicking on the related links. You should make sure that you have read and understood our Agreement, including our Terms of Service, well before becoming a member of Proteam11. By registering on Proteam11, you agree to follow our Terms of Service, Privacy Policy and Game Rules.

Software:

Commercial use of our Software is strictly forbidden. Users are only allowed to use the Software for their personal entertainment. Under no circumstances shall Users be permitted to use their accounts on Proteam11.in for any purpose other than playing the Games for entertainment. Users may not attempt to modify, decompile, reverse-engineer or disassemble the Software in any way. The use of artificial intelligence including, without limitation, robots is strictly forbidden in connection with the Software and the Games. All actions taken in relation to Fantasy Cricket games by Users must be executed personally by Users using the user interface accessible through the Software

Eligibility and Jurisdiction Policy

- Our Contests are open only to persons aged 18 or older.
- The Contests are open only to persons residing in India at the time of participation.
- Proteam11 may, in accordance with the laws prevailing in certain Indian states, bar people who reside in certain Indian states from participating in any Contests. Currently people who reside in the Indian states of Assam, Andhra Pradesh, Odisha, Telangana, Nagaland or Sikkim may not participate in any paid or cash Contests, as the laws of these states bar their residents from participating in any online games where participants are required to pay to enter contests like Fantasy Ludo game
- Every person who wishes to participate in the Contests must have a valid email address.
- Only those participants who have successfully registered on Proteam11.in as well as registered for a Contest prior to its each round in accordance with the rules outlined above shall be eligible to participate in the Contest and win prizes.
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