

Gold Machine Terms and Conditions

VERSION: 1.3

DATE OF LAST UPDATE: March 28, 2026

These Terms and Conditions form a binding legal agreement between you and us and apply to your use of any of our Games or our Platform in any way, through any electronic device (web, mobile, tablet, or other device).

PLEASE NOTE THAT THESE TERMS AND CONDITIONS INCLUDE A PROVISION WAIVING THE RIGHT TO PURSUE ANY CLASS, GROUP, OR REPRESENTATIVE CLAIM AND REQUIRING YOU TO PURSUE PAST, PENDING, AND FUTURE DISPUTES BETWEEN YOU AND US THROUGH INDIVIDUAL ARBITRATION UNLESS YOU OPT OUT WITHIN THE SPECIFIED TIME FRAME. SEE CLAUSE 24 FOR MORE INFORMATION.

You must read these Terms and Conditions carefully in their entirety before checking the box for acceptance. By checking the box for acceptance during the registration process, or by accessing the Games or creating a Customer Account, you confirm that you have read and agree to be bound by these Terms and Conditions, which include and are inseparably linked to our Privacy Policy, Responsible Social Gameplay Policy, Sweeps Rules, Customer Acceptance Policy, and other game-specific or promotion-specific terms relevant to your Participation.

If you do not agree with any provision of these Terms and Conditions or any other linked policy, rules, or terms, you may not use the Platform or play any Game.

THE GAMES AND PLATFORM DO NOT OFFER REAL MONEY GAMBLING, AND NO ACTUAL MONEY IS REQUIRED TO PLAY.

ONLY PLAYERS IN THE UNITED STATES (EXCLUDING THE STATES OF CALIFORNIA, CONNECTICUT, DELAWARE, HAWAII, IDAHO, LOUISIANA, MARYLAND, MICHIGAN, MONTANA, NEVADA, NEW JERSEY, NEW YORK, AND WASHINGTON) ARE ELIGIBLE TO ENTER THE SWEEPSTAKES. PLEASE REFER TO CLAUSE 1.1 OF THE SWEEPS RULES TO CHECK YOUR ELIGIBILITY.

You can request redemption of any Prizes by selecting the “Redeem” button on the Platform. Where you redeem Prizes for cash, such Prizes will be paid to the payment medium from which you purchased Gold Coins, or, if not technically possible, through an electronic payment to a bank account or debit card you designate.

1. Definitions

Collective Arbitration: Any claim as part of a class, group, collective, coordinated, consolidated, mass, or representative proceeding.

Content: Text, graphics, user interfaces, visual interfaces, photographs, trademarks, logos, sounds, music, artwork, computer code, and other material used, displayed, or available as part of the Games and Platform. Content includes Gold Coins and Sweep Coins.

Customer Account: An account held by a Registered Customer.

Excluded Territory: The states of California, Connecticut, Delaware, Hawaii, Idaho, Louisiana, Maryland, Michigan, Montana, Nevada, New Jersey, New York, and Washington in the United States.

Fraudulent Conduct: Any conduct described in clause 11.1.

Game: Any one or more Game(s) available on the Platform in either Standard Play or Promotional Play. We reserve the right to add and/or remove Games from the Platform (including limiting their availability in certain states) at our sole discretion for any reason.

Gold Coin: The virtual social gameplay token that enables you to play Standard Play Games. Gold Coins have no monetary value and cannot under any circumstance be redeemed for prizes.

Inactive Account: A Customer Account that has not recorded any login or logout for a period exceeding 2 consecutive months.

Live Chat: A facility provided by us and used by you to communicate in real time.

Merchandise: Any physical goods provided to you by Gold Machine as a reward or as a competition or tournament prize.

Participate: Playing any Games or using our Platform in any manner whatsoever, including any conduct described in clause 3.

Payment Medium: Any card, online wallet, financial/bank account, or other payment medium used to purchase Gold Coins.

Platform: The services provided through any URL or mobile application belonging to, or licensed to, Gold Machine LLC, and branded as part of the “Gold Machine” family of games, including the website located at <https://goldmachine.com>, and all subdomains, subpages, and successor sites thereof, as well as all Games, features, tools, and services available thereon.

Player or you: Any person who Participates, whether or not a Registered Customer.

Prizes: Prizes won when playing Promotional Play Games, redeemable for valuable prizes in accordance with the Sweeps Rules.

Promotional Play: Participation in our sweepstakes promotions by playing any games on the Platform with Sweep Coins.

Registered Customer: A Player who has successfully registered a Customer Account, whether that account is considered active or not.

Standard Play: Participating in any game on the Platform played with Gold Coins. We may give you Gold Coins free of charge when you sign up to the Platform and thereafter at regular intervals when you log into the Platform. You may win more Gold Coins when you play in Standard Play, and you may purchase more Gold Coins on the Platform. You cannot win prizes when you Participate in Standard Play.

Sweep Coins: Sweepstakes entries subject to the Sweeps Rules. We may give you Sweep Coins free of charge when you sign up to a Platform, as a bonus when you purchase Gold Coins, or via our free alternative methods of entry as set out in the Sweeps Rules. You may win more Sweep Coins when you Participate in Promotional Play. **YOU CANNOT PURCHASE SWEEP COINS.**

Sweeps Rules: The Sweeps Rules are available on the Platform.

Terms and Conditions: These terms and conditions, as amended from time to time.

Third Party Website: A third-party website not controlled by us.

We, us, our, or Gold Machine: Gold Machine LLC and its affiliates and related parties.

2. Licensing and the Protection of Funds

2.1. The online social game known as “Gold Machine” is owned and operated by Gold Machine LLC. All payments are processed by Gold Machine LLC or any third-party payment processors it appoints. The sweepstakes promotions and Prizes offered by Gold Machine are operated by Gold Machine LLC.

2.2. Funds equal to the aggregate value of Prizes that Registered Customers have chosen to leave unredeemed are held by Gold Machine LLC in accounts separate from its business account. This means that steps have been taken to protect such funds, but in the event of insolvency, there is no absolute guarantee that any Prizes you have not yet redeemed will be allocated or paid to you.

3. Your Participation

Restrictions

3.1. You declare and warrant that:

- You are at least 21 years of age or the minimum legal age of majority in your state of residence (whichever is greater) and are, under the laws applicable to you, legally allowed to participate in the Games offered on the Platform.

- You do not reside in or access the Platform from the Excluded Territories when participating in Standard Play or Promotional Play.
- You participate in the Games strictly in your personal capacity for recreational and entertainment purposes only.
- You participate in the Games on your own behalf and not on behalf of any other person.
- All information you provide during the term of these Terms and Conditions is true, complete, and correct, and you will immediately notify us of any changes to such information.
- You are legally authorized to work in the United States and have a valid Social Security Number that will be used by our payment processor to redeem prizes.
- Money used to purchase Gold Coins is not tainted with illegality, does not originate from illegal activity or sources, or from ill-gotten means.
- You will not purchase Gold Coins from a business or corporate account, but only from an account held in your name.
- You will not engage in any fraudulent, collusive, fixing, or other unlawful activity in relation to your or third parties' participation in the Games and will not use software assisted methods or techniques (e.g., bots designed to play automatically) or hardware devices for participation in the Games. We reserve the right to invalidate any participation in the event of such behavior.
- For Gold Coin purchases, you will only use a valid Payment Medium that lawfully belongs to you.
- You will not sell, trade for value, or seek to sell or trade for value, or accept as a sale or trade for value, any Merchandise provided by Gold Machine.
- You will not create more than one Gold Machine account.

3.2. GOLD COIN PURCHASES MADE FROM WITHIN THE EXCLUDED TERRITORIES (CALIFORNIA, CONNECTICUT, DELAWARE, HAWAII, IDAHO, LOUISIANA, MARYLAND, MICHIGAN, MONTANA, NEVADA, NEW JERSEY, NEW YORK, AND WASHINGTON) WILL BE VOIDED AND REFUNDED, MINUS AN ADMINISTRATIVE FEE OF UP TO 20% OF THE TOTAL PURCHASES MADE BY THE PLAYER, IN ADDITION TO ANY CHARGES LEVIED BY THE BANK OR FINANCIAL INSTITUTION MANAGING THE REVERSAL.

- 3.3.** It is your responsibility to ensure that your Participation is lawful in your state of residence. Any person knowingly breaching clause 3, including by using a VPN, proxy, or similar service to mask or manipulate their real location, providing false or misleading information about their location or residence, or Participating from an Excluded Territory or on behalf of a third party located in an Excluded Territory, is in breach of these Terms and Conditions. You may be committing fraud and may be subject to criminal prosecution.

Eligible Players

3.4. Employees of Gold Machine LLC, its affiliates, subsidiaries, holding companies, advertising agencies, or any other company or individual involved with the design, production, execution, or distribution of the Games, and their immediate family (spouse, parents, siblings, and children, whether by birth, marriage, or adoption) and household members (people who share the same residence at least 3 months of the year) are not eligible to Participate.

4. License

4.1. Subject to your agreement and continuing compliance with these Terms and Conditions, Gold Machine grants you a personal, non-exclusive, non-transferable, non-sublicensable, revocable, limited license to access and use the Platform and Content through a supported web browser or mobile device, solely for your personal, private entertainment and no other reason.

4.2. These Terms and Conditions do not grant you any right, title, or interest in the Platform or Content.

4.3. Your license to use the Platform is limited by these Terms and Conditions, and if you do not agree to or act in contravention of them, your license to use the Platform (including Games and Content) may be immediately terminated.

4.4. Where the Platform or any Game is deemed illegal under the laws of the state in which you reside or are situated, you will not be granted a license to, and must refrain from accessing, the Platform or relevant Game.

5. Your Customer Account

Single Account

5.1. You are allowed to have only one Customer Account, including any Inactive Account, on the Platform. Attempting to open more than one Customer Account may result in all accounts being suspended or closed, with consequences as described in clause 21.3.

5.2. You must notify us immediately if you notice you have more than one registered Customer Account, whether active or not. DO NOT CREATE A NEW CUSTOMER ACCOUNT IF YOU WISH TO CHANGE YOUR EMAIL, ADDRESS, OR LAST NAME.

Accuracy

5.3. You are required to keep your registration details up to date at all times. If you change your address, email, phone number, or other contact details or personal information, contact Customer Support via support@goldmachine.com. The name you provide at registration must match that listed on your government-issued identification.

Security and Responsibility of Your Customer Account

5.4. As part of the registration process, you will choose a password to log in to the Platform, unless you use a third-party login facility (e.g., Facebook), in which case that provider's password will apply.

5.5. It is your sole responsibility to ensure that your Customer Account login details and Payment Mediums are kept secure and accessible only by you. You accept full responsibility for any unauthorized use of your Customer Account and any activity linked to it, including by a minor (which is prohibited).

5.6. You must not share your Customer Account or password with another person, allow anyone else to access or use your Customer Account, or do anything that may jeopardize its security.

5.7. If you become aware of or suspect that your Customer Account's security has been compromised, including loss, theft, or unauthorized disclosure of your password or details, you must notify us immediately.

5.8. You are solely responsible for all uses of your Customer Account, including purchases, whether authorized by you or not.

5.9. You are solely responsible for anything that happens through your Customer Account, whether or not you undertook those actions. Your Customer Account may be terminated if someone else uses it and engages in activity that breaches these Terms and Conditions or is otherwise illegal.

5.10. We are not responsible for any abuse or misuse of your Customer Account by third parties due to your disclosure of login details, whether intentional or accidental, active or passive.

Account Transfers

5.11. You may not transfer Gold Coins or Sweep Coins between Customer Accounts, from your Customer Account to other Players, or receive Gold Coins or Sweep Coins from other Customer Accounts into your Customer Account, or transfer, sell, or acquire Customer Accounts. Any attempt to circumvent these prohibitions is grounds for immediate closure of your Customer Account, without prejudice to other rights or remedies available to us.

Inactive Customer Accounts

5.12. We reserve the right to close your Customer Account if it is deemed an Inactive Account.

Closing of Customer Accounts

5.13. If you wish to close your Customer Account, you may do so at any time by sending us an email at support@goldmachine.com. Closing your Customer Account will forfeit all continued access to and right to use, enjoy, or benefit from any Gold Coins, Sweep Coins, and unredeemed Prizes associated with your Customer Account.

5.14. If the reason for closing your Customer Account relates to responsible social gameplay concerns, you must indicate this in your request. Further details are provided in our Responsible Social Gameplay Policy.

5.15. You may request to reopen your Customer Account by contacting Customer Support. All requests will be evaluated by our Customer Support and Compliance teams, adhering to strict customer protection guidelines.

Discretion to Refuse or Close Accounts

5.16. We reserve the right to place limits on, suspend, close, or refuse to open a Customer Account in our sole discretion. If we close your Customer Account pursuant to clause 21.1, the consequences set out in clause 21 apply. If closed for other reasons, we will make reasonable efforts to enable you to redeem any Prizes, but your license to use Gold Coins and Sweep Coins will terminate.

6. Games

Rules

6.1. Games offered on the Platform may have their own rules, available on the Platform. It is your responsibility to read the rules of a Game before playing. You must familiarize yourself with the applicable terms of play before participating.

Gold Coin Purchases

6.2. The Payment Medium used to purchase Gold Coins must be legally and beneficially owned by you and in your name. If the name on your Customer Account differs from the name on your Payment Medium, your Customer Account will be immediately suspended. Contact Customer Support via support@goldmachine.com for details on our verification process.

6.3. We reserve the right to request documents to verify the legal and beneficial ownership of the Payment Medium used for Gold Coin purchases. We may grant or restrict access to certain Payment Mediums at our sole discretion.

6.4. You authorize Gold Machine and its payment processors to store your payment information (e.g., card number or token) to process future purchases, in compliance with applicable payment processing regulations.

6.5. Gold Machine begins processing a payment for Gold Coins when you confirm card details.

6.6. No Refunds. Purchases of Gold Coins are final and not refundable, transferable, or exchangeable. You must notify us of billing problems or discrepancies within 30 days of the purchase date. Failure to do so waives your right to dispute such issues. You are responsible for reimbursing us for all reversals, chargebacks, claims, fees, fines, penalties, and other liabilities incurred by us caused by or arising from payments you authorized or that were authorized using your Customer Account (even if not authorized by you).

Gold Coin and Sweep Coins Balance

6.7. You may participate in a Game only if you have sufficient Gold Coins or Sweep Coins in your Customer Account. We will not extend credit for Gold Coin purchases or otherwise.

6.8. We may assign minimum or maximum Gold Coin purchase limits as specified on the Platform.

6.9. Once a Gold Coin purchase is made, funds will be drawn from your Payment Medium as soon as practicable.

6.10. Purchasing Gold Coins is a license to participate in Standard Play Games, not a deposit of withdrawable funds. Funds used to purchase Gold Coins cannot be refunded, except as provided in clause 6.6. Gold Coins have no real money value.

6.11. Gold Coins or Sweep Coins submitted for play and accepted cannot be changed, withdrawn, or canceled, and the applicable balance will be drawn instantly.

6.12. If one or more of your purchases is returned, reversed, or charged back, your Customer Account will be suspended, and the amount of such purchases will constitute a debt owed to us. You must immediately remit payment through an alternative payment method. Until payment is received, any purchases and winnings will be void, and Prize redemption requests will not be allowed.

6.13. In accordance with the Sweeps Rules:

- Unless otherwise required, Sweep Coins allocated to you must be played once before they are eligible for redemption as a Prize.
- We may, in our sole discretion, require Sweep Coins to be played up to 3 times in any combination of Promotional Play Games before redemption.

Void Games

6.14. We reserve the right to declare Participation in a Game void, partially or in full, if we deem there was an error, mistake, misprint, or technical issue on the pay-table, win-table, minimum or maximum stakes, odds, or software.

Final Decision

6.15. In the event of a discrepancy between the result on a user's device and Gold Machine's server software, the server software result will be the official and governing result.

6A. Progressive Jackpot Feature

6A.1. Gold Machine offers an optional progressive jackpot feature, available to eligible Players in both Standard Play and Promotional Play. The Jackpot Feature comprises four progressive prize tiers: Grand, Major, Minor, and Mini, each accumulating independently until triggered.

6A.2. Participation in the Jackpot Feature is voluntary and requires explicit opt-in by the Player on a per-session basis. By opting in, the Player agrees to a contribution deducted automatically per spin ("Jackpot Contribution"), as displayed on the Platform at the time of opt-in. Opting in constitutes simultaneous participation in all four jackpot tiers.

6A.3. The Jackpot Contribution is set at 0.10 SC (Promotional Play) or 100 GC (Standard Play) per spin. Contributions are allocated as follows:

Tier	SC Contribution	GC Contribution
Mini	0.015 SC	15 GC
Minor	0.0125 SC	12.5 GC
Major	0.0125 SC	12.5 GC
Grand	0.010 SC	10 GC
Seeding & Operations	0.050 SC	50 GC

The seeding and operations portion is retained by Gold Machine to fund future jackpot pools and platform operations and does not constitute a Prize or redeemable balance.

6A.4. Jackpots are triggered randomly during active, opted-in gameplay. No skill, strategy, or purchase increases the probability of triggering a Jackpot. The odds of triggering each tier are displayed within the Jackpot Feature interface on the Platform.

6A.5. Jackpot Prizes won in Promotional Play are awarded in Sweep Coins and are subject to the verification, redemption, and wagering requirements set out in these Terms and Conditions and the Sweeps Rules, including the playthrough requirements of clause 6.13.

6A.6. Gold Machine reserves the right to modify, suspend, or discontinue the Jackpot Feature, including contribution amounts, tier structures, and prize pools, at any time and without prior notice. Any such modification will be reflected on the Platform prior to or at the time of effect.

6A.7. In the event of a technical malfunction affecting the Jackpot Feature, clause 6.14 and clause 6.15 apply. Gold Machine's server records shall be the sole authoritative source for determining whether a Jackpot was validly triggered.

7. Promotions

7.1. All promotions, including Games played in Promotional Play, contests, special offers, and bonuses, are subject to these Terms and Conditions, the Sweeps Rules, and any additional terms published at the time of the promotion.

7.2. In the event of a conflict between these Terms and Conditions and promotion-specific terms, the promotion-specific terms will prevail.

7.3. Gold Machine reserves the right to withdraw or modify promotions (including their availability) without prior notice.

7.4. If we reasonably believe a Registered Customer is abusing a promotion to derive advantage or gain, including through Fraudulent Conduct, we may withhold, deny, or cancel any advantage, bonus, or Prize as we see fit.

7.5. You grant Gold Machine an irrevocable, perpetual, worldwide, non-exclusive, royalty-free license to use any Content you post or publish as part of a promotion, contest, or competition in any way we see fit, without further acknowledgment of you as the author.

7.6. We reserve the right to remove, revoke, or cancel any Promotional Sweep Coins or other promotional benefits if we detect fraudulent behavior, bonus abuse, or attempts to manipulate the system. Examples include, but are not limited to, multiple accounts used under the same device, exploiting bonus mechanics in bad faith (such as placing simultaneous wagers on opposing outcomes, e.g., splitting Promotional Sweep Coins between Player and Banker in Baccarat, in between Red and Black in Roulette) or any other conduct intended to unfairly maximize promotional value without genuine gameplay.

8. Redemption of Prizes

Prize Redemption Methods

8.1. Subject to these Terms and Conditions:

- When you redeem Prizes for cash, the payment will be made to the Payment Medium from which you purchased Gold Coins, or, if not technically possible, to an alternative financial account you nominate, provided it is legally and beneficially owned by you. We reserve the right to require the same payment method for redemption as was used to purchase Gold Coins, or a specific method at our discretion.

Limits and Fees

8.2. We reserve the right to charge fees for processing Prize redemptions and to set a minimum redemption threshold of SC100.

8.3. We reserve the right to limit Prize redemptions to:

- US\$5,000 per day. Additional terms and conditions apply.
- Any other amount over any time period necessary to satisfy regulatory obligations or partner/supplier requirements.

Your Responsibility for Prize Redemptions and Accuracy of Details

8.4. For cash redemptions, you are responsible for ensuring your financial institution accepts payments from us. We have no obligation to verify this.

8.5. We will not make payments into an account or wallet that does not match your verified name or the name on your Customer Account, or that is not legally and beneficially owned by you.

8.6. Cash Prizes:

- May be paid into a joint account provided one name matches your verified name and all verification checks for both account holders are completed to our satisfaction. If either holder does not satisfy verification, we will not make payments.
- Will not be paid into:
 - A joint account where one owner is a minor.
 - Custodial accounts.
 - Accounts held on trust for or benefiting a third party (including a minor).

8.7. For cash redemptions, you are responsible for the accuracy of financial institution, bank account, or wallet details. If the details are inaccurate and we process the payment, the redemption is complete, and we are not required to reverse or reissue it.

8.8. If your financial institution will not accept payments or your account does not meet these requirements:

- You must nominate an alternative account.
- Delays in processing may occur.
- If you cannot nominate a compliant account within 60 days of our request, we may deem the Prizes void.

Currency

8.9. All Gold Coin purchases and direct bank transfer payments are executed in USD. You are responsible for ensuring your nominated bank account accepts USD transactions.

8.10. All transaction fees or costs related to payments made by Gold Machine are your responsibility.

Timing and Frequency for Prize Redemptions

8.11. We process Prize redemption requests in the order received, aiming to process them as soon as practicable.

8.12. A maximum of five (5) Prize redemption requests per Customer Account will be processed in any 24-hour period. Additional terms and conditions apply based on your VIP tier, refer to VIP tier limits on our website.

8.13. Cash redemptions may take up to 10 business days to process.

8.14. Delays may occur due to our identity verification process, and certain Payment Mediums may require additional verification.

8.15. Payments over US\$10,000 may require longer processing times due to bank clearance, security, and fraud checks, and may be paid in multiple lump sums, adding up to 7 days to normal processing time.

8.16. We may reject a Prize redemption request if it exceeds the limits in clauses 8.3 or 8.4 or allocate Prizes in smaller increments over multiple days.

Payment Processors

8.17. We may appoint third-party payment processors to facilitate transactions on our behalf.

8.18. Payment processors will have the same rights, powers, and privileges as we do under these Terms and Conditions. We are not liable for any loss, damage, or liability resulting from their negligence or acts beyond the authority given by Gold Machine.

Expiry and Forfeiture

8.19. Sweep Coins are valid for 60 days from your last login and will thereafter expire.

8.20. Sweep Coins may be forfeited if your Customer Account is closed for any reason or at our discretion.

Updating Payment Details

8.21. Updating or adding payment details for Prize redemption can only be done when logged into your Customer Account during the redemption process. We cannot update payment details on your behalf.

Refused Prizes

8.22. If you refuse to accept cash payments to your nominated bank account, you must refuse the entire amount. Refusing payments more than twice in any 3-month period may lead to account suspension for investigation to ensure the Platform is not used for fraudulent activity.

Mistaken Additions

8.23. If we mistakenly add Gold Coins or Sweep Coins to your Customer Account due to technical or human error, they remain our property and will be deducted. Mistakenly paid amounts constitute a debt owed to us. You must notify Customer Support via support@goldmachine.com immediately if you discover an incorrect addition.

9. Verification

Verification Checks

9.1. You agree that we may conduct identification, and other verification checks as required by applicable laws, regulations, or to prevent financial crime, using IDComply.

9.2. Until verification checks are completed to our satisfaction:

- Prize redemption requests will remain pending.
- We may restrict your Customer Account, including suspension or closure.

9.3. We will conduct additional verification for any cumulative or single redemption exceeding US\$5,000, including requests for:

- Identification documentation (e.g., passport).
- Proof of address (e.g., utility bill).
- Proof confirming the funds are coming from Player's own account (e.g., bank statement, credit card statement).

9.4. If requested documents are not provided in the required form within 30 days, we are not obligated to continue verification and may restrict or close your Customer Account.

9.5. Players requesting redemption from a suspended or closed Customer Account should contact Customer Support via support@goldmachine.com. This does not convey a right to redemption.

External Verification Checks

9.6. Gold Machine may use third-party providers, such as IDComply, to run external identification and verification checks based on information you provide.

10. Responsible Social Gameplay

10.1. Gold Machine supports responsible social gameplay and encourages Players to use responsible gameplay features.

10.2. You may request to take a break for a specific duration, self-exclude for a defined period, or permanently close your Customer Account. See our Responsible Social Gameplay Policy for details.

10.3. While we endeavor to enforce responsible gameplay policies, we are not liable if you continue gameplay or avoid measures due to reasons outside our reasonable control.

11. Fraudulent Conduct & Bonus Abuse

11.1. You will not, directly or indirectly:

- Hack into the Games or Platform through password mining, phishing, or other means.
- Modify, reverse engineer, or reverse-assemble any part of the Games or Platform.
- Introduce viruses, Trojans, worms, logic bombs, spyware, malware, or similar material.
- Circumvent the structure or navigational function of any Game to obtain non-public information.
- Engage in cheating or collusion.
- Use of multiple accounts on the same device.

- Use the Platform to facilitate illegal money transfers (e.g., laundering proceeds of crime).
- Participate in schemes to share special offers, identification documents, or other materials to mislead Gold Machine about your identity.

11.2. You must not use the Platform for unlawful or fraudulent activity or prohibited transactions under applicable laws. We monitor transactions to prevent money laundering.

11.3. If we suspect fraudulent, unlawful, or improper activity, including money laundering, bonus abuse, exploitation of promotions, or breaches of these Terms and Conditions, your access to the Platform may be suspended, and your Customer Account may be closed. We are not obligated to reverse Gold Coin purchases or redeem Sweep Coins or Prizes. We may share necessary information with authorities, service providers, banks, or financial institutions. You will cooperate fully with our investigations.

11.4. We reserve the right to withhold, revoke, or cancel any Prizes, Sweep Coins, Gold Coins, or promotional benefits if we determine, in our sole discretion, that you engaged in Bonus Abuse or Fraudulent Conduct.

11.5. Bonus Abuse includes, but is not limited to:

- Creating multiple accounts to claim promotions.
- Using the same device for multiple accounts.
- Coordinated play or collusion with others.
- Hedging wagers (e.g., placing simultaneous wagers on opposing outcomes).
- Exploiting software, promotions, or system vulnerabilities to gain an unfair advantage.

11.6. We reserve the right to investigate and act against accounts involved in suspicious network activity, including but not limited to shared IP addresses, IP spoofing, proxy usage, VPN abuse, or attempts to circumvent platform restrictions. Such accounts may be suspended, restricted, or permanently banned at the Company's sole discretion.

11.7. Any Prizes, balances, or promotional awards obtained through Bonus Abuse or Fraudulent Conduct shall be forfeited.

11.8. We may freeze your Customer Account during investigations, withhold or reverse balances, and recover any Prizes wrongfully obtained.

11.9. Gold Machine's determination of whether conduct constitutes Bonus Abuse or Fraudulent Conduct shall be final and binding.

11.10. If you suspect unlawful or fraudulent activity by another Player, notify us immediately via support@goldmachine.com.

12. Intellectual Property

12.1. The software, graphics, and user interface we provide are owned by or licensed to Gold Machine LLC and protected by intellectual property laws. You may use the software only for personal, recreational purposes in accordance with these Terms and Conditions, the Sweeps Rules, and applicable laws.

12.2. Gold Machine is the proprietor or authorized licensee of all intellectual property in the Content.

12.3. Your use of the Games and Platform does not grant you intellectual property rights in the Content, Games, or Platform.

12.4. You grant Gold Machine an irrevocable, perpetual, worldwide, non-exclusive, royalty-free license to use any information, images, videos, comments, messages, or profiles you publish or upload to any website or social media page controlled by Gold Machine.

12.5. You must not reproduce or modify the Content, including removing copyright or trademark notices.

12.6. All trademarks and logos displayed in the Games and Platform are the property of their respective owners and protected by trademark and copyright laws.

13. Third Party Websites, Links, or Games

Third Party Websites

13.1. Gold Machine is not responsible for Third Party Websites and makes no guarantee as to their content, functionality, or accuracy.

13.2. Some Third Party Websites may be fraudulent, offering unauthorized Gold Coins or Sweep Coins to induce you to reveal personal information. Gold Machine is not responsible for actions taken at the request of such websites. WE DO NOT AUTHORIZE ANY THIRD PARTY TO OFFER GOLD COINS OR SWEEP COINS. ANY SUCH OFFER SHOULD BE DEEMED FRAUDULENT AND DISREGARDED.

13.3. Third Party Websites are subject to their own terms and conditions.

Links

13.4. Links to Third Party Websites do not:

- Indicate a relationship between Gold Machine and the third party.
- Indicate endorsement or sponsorship by Gold Machine, unless specifically stated.

13.5. For websites controlled by Gold Machine containing links to social networking sites (e.g., Facebook, Twitter), you agree:

- Comments or content posted are subject to the terms of those sites.
- You will not post false, misleading, deceptive, or defamatory comments about us, our employees, agents, officers, or other Players.
- We are not liable for comments or content posted by you or others on such sites.

14. Disruptions and Change

No Warranties

14.1. The Platform is provided “as is,” and to the fullest extent permitted by law, we make no warranty or representation regarding its quality, fitness for purpose, completeness, or accuracy.

Malfunctions

14.2. Gold Machine is not liable for downtime, server disruptions, lagging, or technical disturbances to gameplay, nor for attempts to Participate by unintended methods.

14.3. We accept no liability for damages or losses arising from delays, interruptions, data loss, communication failures, misuse of the Platform, or errors in Content.

14.4. In the event of a Platform system malfunction, all gameplay is void.

14.5. If a Game starts but fails to conclude due to system failure, we will use commercially reasonable efforts to reinstate the played Gold Coins or Sweep Coins to your Customer Account.

14.6. We reserve the right to remove Games indicating incorrect behavior affecting Prize redemption, game data, or balances due to misconfiguration or bugs. Player balances may be altered to correct such mistakes.

Changes to the Platform

14.7. We reserve the right to suspend, modify, remove, or add Content (including availability) to the Platform at our discretion with immediate effect and without notice. We are not liable for losses resulting from such changes.

Service Suspension

14.8. We may temporarily suspend the Platform for any reason at our discretion. We will restore it as soon as practicable after suspension.

15. Territorial Availability

15.1. The Platform or its features (including Games, promotions, and Content) may not be available in all U.S. states. We make no representation that the Platform is or will remain

available in any state. You acknowledge that we may change, restrict, or prohibit availability in certain states at any time, and you have no claims against us in this regard.

16. Viruses

16.1. While we take reasonable measures to ensure the Platform is virus-free, we do not guarantee this. You are responsible for protecting your systems and reinstalling lost data or programs due to viruses.

17. Privacy Policy

17.1. Gold Machine is committed to protecting your privacy and complying with applicable data protection laws.

17.2. Our Privacy Policy is inseparably linked to these Terms and Conditions, and its acceptance is a prerequisite for account registration.

18. Consent to Receive Communications and Certification

18.1. You consent to receive account and 2FA communications from Gold Machine via email, SMS, or telephone communications. You also consent to receive account communications from Gold Machine regarding its offerings via email, SMS, or telephone notifications. You may unsubscribe at any time by contacting Customer Support via support@goldmachine.com.

18.2. By clicking the “Submit” button during profile update & “Send OTP” button during phone verification, you certify that you have provided your legal name and your own phone number, you agree to the Terms & Conditions and the Privacy Policy, and you authorize Gold Machine to contact you. You further affirm that you have read and agree to this Site’s Terms & Conditions and Privacy Policy. You consent to receive SMS text messages to the cell number provided above for notifications, alerts, and general communication purposes from Gold Machine. You understand that you are not required to provide your consent as a condition of purchasing any products or services. You understand that you can opt-out of receiving text messages at any time by responding with STOP. You can reply with HELP to get help. Message and data rates may apply depending on your mobile carrier. Message frequency may vary. Must be 21 years or older.

19. Use of Live Chat Services

19.1. We may provide a Live Chat service for communication with Customer Support, social casino hosts, or other Players, including via social media pages. You must use these services only for their intended purposes and not for illegal activities.

19.2. Be cautious with what you post on Live Chat. We review, moderate, and log chats. Use should be for recreational and social purposes only.

19.3. Spamming, intimidation, harassment, or abuse of Players or Gold Machine staff is prohibited.

19.4. You will not use Live Chat to engage in harassment, offensive behavior, or language that is threatening, derogatory, abusive, defamatory, racist, sexually explicit, pornographic, or obscene.

19.5. You will not use Live Chat to infringe privacy, property, or other rights of any person.

19.6. You will not submit fraudulent or unlawful material or information via Live Chat.

19.7. You will not use Live Chat to distribute solicitations, advertisements, or promotions for other forums.

19.8. You will not use Live Chat to distribute malicious code or harm the Platform or other Players' systems.

19.9. We reserve the right to monitor Live Chat submissions to ensure compliance with content guidelines, which may change.

19.10. Breaching Live Chat provisions may result in bans from Live Chat services or account suspension/closure. We may cancel or refuse Prize redemptions in such cases.

19.11. We may remove Live Chat services if abused.

19.12. We are not liable for damage arising from Live Chat use.

19.13. You agree to indemnify us against damage from your illegal, unlawful, or inappropriate conduct or violation of Live Chat rules.

19.14. You will not collude via Live Chat. Report suspicious behavior to Customer Support via support@goldmachine.com.

20. Complaints and Customer Support

20.1. To contact Customer Support or file a complaint regarding the Platform or Games, use support@goldmachine.com.

20.2. ALL EMAIL COMMUNICATIONS MUST USE THE EMAIL ADDRESS REGISTERED TO YOUR CUSTOMER ACCOUNT. FAILURE TO DO SO MAY DELAY OUR RESPONSE.

20.3. Written communications must include:

- Your username.
- Your first and last name, as registered.
- A detailed explanation of the complaint/claim.
- Specific dates and times associated with the complaint/claim (if applicable).

20.4. Failure to provide this information may delay our response. The Gold Machine Customer Support Team (CST) will investigate complaints immediately and aim to respond within 10 calendar days.

20.5. If additional time is needed (up to 20 calendar days), the CST will inform you within 10 days of lodging the complaint.

20.6. If you are unsatisfied with the resolution after our internal process, you may request an external review by contacting legal@goldmachine.com. This is voluntary, and you may pursue arbitration under clause 24 regardless.

21. Closure/Suspension of Account

21.1. Without limiting clause 5.16, we may suspend or close your Customer Account if we believe you have engaged or are likely to engage in:

- Breaching or assisting another to breach these Terms and Conditions or Sweeps Rules.
- Holding multiple Customer Accounts.
- Using a Payment Medium or redemption account not in your verified name or legally owned by you.
- Engaging in harassing or offensive communication with us.
- Having an Inactive Account.
- Becoming bankrupt.
- Providing incorrect or misleading information.
- Failing identity verification checks.
- Using a VPN, proxy, or similar service to mask your location, or providing false information about your location or residence.
- Being under 21 or the legal age of majority in your state.
- Residing in a state where Participation is illegal or ineligible for Promotional Play.
- Allowing others to use your Customer Account.
- Playing in coordination with others involving the same selections.
- Receiving chargebacks or reversals via your Payment Medium.
- Colluding, cheating, laundering money, or engaging in fraudulent activity.
- Using systems (e.g., bots) to gain an unfair advantage.
- Not meeting Customer Acceptance Policy criteria.

- Engaging in fraudulent behavior, bonus abuse, or manipulation of promotions (including misuse of Promotional Sweep Coins).

21.2. If your Customer Account is suspended or closed for these reasons, you are liable for any claims, losses, liabilities, damages, costs, and expenses incurred by Gold Machine (collectively, “Claims”), and you will indemnify and hold us harmless on demand for such Claims.

21.3. If we suspect activities listed in clause 21.1, we may withhold or recover Prizes, Gold Coins, or Sweep Coins attributable to those activities. Your details may be shared with regulatory authorities or third parties.

21.4. A documented copy of the decision to withhold Prizes or close your account may be retained for compliance purposes. You cannot unlock your Customer Account during suspension.

21.5. These rights are without prejudice to other rights we may have under these Terms and Conditions.

22. Indemnity and Limitation of Liability

Indemnity

22.1. YOU AGREE TO INDEMNIFY AND HOLD HARMLESS US AND OUR AFFILIATES, AND OUR RESPECTIVE PARTNERS, DIRECTORS, OFFICERS, EMPLOYEES, SHAREHOLDERS, SUBCONTRACTORS, LICENSORS, SUPPLIERS, AND AGENTS AGAINST ANY AND ALL COSTS, EXPENSES, LIABILITIES, AND DAMAGES (WHETHER DIRECT, INDIRECT, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE) ARISING FROM YOUR PARTICIPATION, INCLUDING:

- Accessing or using the Platform.
- Re-using Content from the Platform or other sources.
- Making payments into your Customer Account.
- Playing Games through any delivery mechanism.
- Accepting and using any Prize.

Limitation of Liability

22.2. TO THE MAXIMUM EXTENT PERMITTED BY LAW, UNDER NO CIRCUMSTANCES WILL WE OR OUR AFFILIATES, OR OUR RESPECTIVE PARTNERS, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, AGENTS, LICENSORS, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE TO YOU OR ANY OTHER ENTITY, EVEN IF ADVISED OF THE POSSIBILITY, FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS, BUSINESS OPPORTUNITIES, REVENUE, GOODWILL, DATA, OR OTHER INTANGIBLE LOSSES RESULTING FROM YOUR PARTICIPATION OR OUR ACTS OR OMISSIONS.

22.3. OUR LIABILITY TO YOU WILL NOT EXCEED THE AMOUNT YOU PAID US IN THE 30 DAYS PRECEDING THE DATE OF YOUR CLAIM. IF YOU HAVE NOT PAID ANY AMOUNTS IN THAT PERIOD, YOUR SOLE REMEDY IS TO STOP USING THE PLATFORM AND CLOSE YOUR CUSTOMER ACCOUNT.

22.4. The warranty disclaimers in clauses 14 and 16, and the indemnities and liability limitations in clause 22, are material bases of these Terms and Conditions, reflected in your decision to enter them. Some jurisdictions may not permit these limitations, and they will not apply to the extent prohibited.

Negligence and Willful Misconduct

22.5. Nothing in these Terms and Conditions excludes our liability for death or personal injury directly caused by our negligence or willful misconduct.

Survival of Obligations

22.6. Clause 22 survives the termination of these Terms and Conditions.

23. Gold Machine Not a Financial Institution

Interest

23.1. You will not receive interest on outstanding Prizes, and you will not treat Gold Machine as a financial institution.

No Legal or Tax Advice

23.2. We do not provide tax or legal advice. Consult appropriate advisors for such matters.

24. Dispute Resolution and Agreement to Arbitrate on an Individual Basis

PLEASE READ THIS CLAUSE 24 CAREFULLY, AS IT MAY REQUIRE YOU AND GOLD MACHINE TO ARBITRATE CERTAIN DISPUTES ON AN INDIVIDUAL BASIS AND LIMITS HOW YOU AND GOLD MACHINE CAN SEEK RELIEF. THIS CLAUSE IS CONSTRUED UNDER THE FEDERAL ARBITRATION ACT.

By agreeing to these Terms and Conditions, you and Gold Machine agree that any past, present, or future disputes, claims, or causes of action arising from these Terms and Conditions, the Platform, Games, or our relationship, whether before or after this agreement (“Disputes”), will be resolved through final and binding arbitration as outlined below, except as provided in clause 24.8. Arbitration will not proceed as a class, group, or representative action.

24.1. Informal Dispute Resolution. We aim to resolve concerns without formal legal disputes. Before filing a claim, you agree to attempt informal resolution by contacting Customer

Support via support@goldmachine.com. We will do the same if you provided an email address. If unresolved within 30 days, either party may initiate arbitration.

24.2. Agreement to Arbitrate. You and Gold Machine agree to resolve Disputes through arbitration, including disputes about the enforceability, validity, scope, or severability of this arbitration agreement.

24.3. Opt-Out of Arbitration. You may opt out by emailing support@goldmachine.com within 30 days of accepting these Terms and Conditions, stating your full name, email, and postal address, and declining the arbitration agreement. Opting out does not preclude playing Games but prevents invoking arbitration. Litigation restrictions in this clause 24 still apply. If you were bound by a prior arbitration agreement, it remains in effect.

24.4. Arbitration Procedures and Fees. JAMS will administer arbitration under its Streamlined Rules (available at www.jamsadr.com). Arbitration will proceed on an individual basis with a sole arbitrator. Parties will rank five potential arbitrators, and JAMS will select the highest combined preference. Unless prohibited by JAMS Rules, arbitration will occur in Wilmington, Delaware, or, at your or our election, telephonically or via remote electronic means. JAMS Rules govern fee payments. The arbitrator may award remedies available in an individual lawsuit, including injunctive relief, that are not waivable under law.

24.5. Three-Arbitrator Proceedings. If a party seeks a monetary award over US\$500,000 or equitable relief significantly impacting other users, arbitration will use a three-arbitrator panel under JAMS Comprehensive Rules. Each party selects one neutral arbitrator, with the third (a retired judge with arbitration experience) chosen per JAMS rules, serving as chair. Awards may be appealed under JAMS Optional Arbitration Appeal Procedures. The sole arbitrator determines if the threshold for a three-arbitrator panel is met.

24.6. Batch Arbitration. If 25 or more similar arbitration demands are submitted against Gold Machine by the same or coordinated law firms, JAMS Mass Arbitration Procedures apply. The JAMS Process Administrator may batch demands into a single proceeding. Non-conflicting provisions of this clause 24, including arbitrator qualifications, remain in effect.

24.7. Class Action and Collective Arbitration Waiver. TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER YOU NOR GOLD MACHINE MAY CONSOLIDATE DISPUTES, PARTICIPATE IN GROUP, CLASS, COLLECTIVE, OR MASS ARBITRATION OR LITIGATION (EXCEPT AS IN CLAUSE 24.6), ARBITRATE OR LITIGATE AS A REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL, OR SEEK THIRD-PARTY LOSSES. ALL SUCH RIGHTS ARE WAIVED. If clauses 24.5, 24.6, or 24.7 are found invalid or unenforceable in a Dispute, the arbitration agreement may be void for that Dispute upon either party's election.

24.8. Exceptions for Temporary Relief. Either party may seek temporary injunctive relief in a court authorized by clause 25.17 until an arbitrator is empaneled to determine whether to continue, terminate, or modify such relief.

25. Other

Entire Agreement

25.1. These Terms and Conditions constitute the entire agreement between you and us regarding your Participation, superseding all prior communications, except in cases of fraud.

Amendments

25.2. Gold Machine reserves the right to amend these Terms and Conditions or implement procedures at any time. Amendments will be published on the Platform and effective immediately.

25.3. If amendments limit your rights or are to your detriment, we will notify you upon your next visit, requiring reconfirmation of acceptance before playing Games. If you do not agree, you must stop using the Platform.

Tax

25.4. You are responsible for all applicable taxes from your Participation, including transaction taxes (e.g., sales tax) in your state.

Force Majeure

25.5. We are not liable for failure or delay in fulfilling obligations due to events outside our reasonable control.

No Agency

25.6. Nothing in these Terms and Conditions creates an agency, partnership, trust, fiduciary relationship, or joint enterprise between you and us.

Severability

25.7. If any provision is deemed invalid, unlawful, or unenforceable, it will be severed to that extent, and remaining provisions will remain valid. The invalid provision will be amended to reflect its original intent as closely as possible under applicable law.

Explanation of Terms and Conditions

25.8. We consider these Terms and Conditions fair. For explanations, contact Customer Support via support@goldmachine.com.

25.9. These Terms and Conditions prevail over email or chat communications.

25.10. All correspondence may be recorded.

Assignment

25.11. These Terms and Conditions are personal to you and not assignable, transferable, or sublicensable without our prior written consent. We may assign, transfer, or delegate our rights and obligations without notice.

Business Transfers

25.12. In the event of a change of control, merger, acquisition, or sale of assets, your Customer Account and data may be transferred. We will notify you via email or the Platform, explaining your options.

Language

25.13. These Terms and Conditions may be published in multiple languages for convenience, but the English version is the legal basis. In case of discrepancies, the English version prevails.

Applicable Law and Jurisdiction

25.14. These Terms and Conditions, your use of the Platform, and our relationship are governed by the laws of the State of Delaware, without regard to choice or conflict of law principles.

25.15. In case of conflict between these Terms and Conditions and the Responsible Social Gameplay Policy, Sweeps Rules, or Customer Acceptance Policy, these Terms and Conditions control to resolve the conflict, unless stated otherwise.

25.16. You acknowledge that Games are operated from the United States, and any contractual relationship is deemed entered into and performed in the United States.

25.17. Subject to clause 24, any Dispute will be submitted exclusively to courts in Wilmington, Delaware, and you and we consent to their venue and jurisdiction. Either party may move to compel arbitration or enforce an arbitral award in any court of competent jurisdiction.