



PULLFOX POLICIES

Complaints Policy

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If something went wrong, we want to hear about it and fix it. This is how complaints work at Pullfox. It's part of our [Terms of Use](#).

1. How to complain

Email hello@pullfox.com from the email on your account, with "Complaint" in the subject. Please include:

- 1.1 your username or account email;
- 1.2 what happened and when;
- 1.3 any reference: an order, a draw ticket, a delivery or a withdrawal;
- 1.4 screenshots or photos if you have them;
- 1.5 what you'd like us to do.

Please raise a complaint within 6 months of what happened, so we can still investigate it fully. Complaining is free.

2. What happens next

- 2.1 We confirm we've received your complaint within 7 days, with the name of the person handling it.
- 2.2 We investigate using our records: every purchase, draw ticket, sell-back, delivery, deposit and withdrawal is logged. We may ask you for more details.
- 2.3 We send our final answer within 30 days. If a case is complex (for example, it involves the carrier or our card partner), we'll tell you why and answer within 60 days.
- 2.4 If you're not happy with the answer, reply and ask for a review. A senior member of the team who wasn't involved will look at it again and answer within 14 days.

3. If we got it wrong

We'll put it right. That can mean a refund, correcting your balance, replacing a card, or crediting its value and any shipping. We'll explain what we did and why.

4. If you're still not satisfied

- 4.1 You can take the dispute further as set out in the [Complaints and disputes](#) section of our Terms: individual arbitration, or small claims court.
- 4.2 You can also contact your state's consumer protection office or attorney general.
- 4.3 For a payment issue, you can contact Breeze, our payment provider. Please talk to us before filing a chargeback, because a chargeback can freeze your account while it's reviewed.

5. Things we can't change through a complaint

- 5.1 The card you pulled: draws happen when you pay, against the chances shown, and each comes with a ticket you can check on the Fair play page.
- 5.2 A card's market value at a given moment.

If you think a draw was wrong, a complaint is the right place to say so, and we'll check it against the ticket.

6. How we treat you

Complaining never affects how we treat your account. We keep complaints and our answers for 3 years to spot patterns and improve. We do expect courtesy towards our team; see our [Terms](#).

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