

BATTLEGROUND HUB

Terms & Conditions and Refund Policy:

Effective Date: 16 JULY, 2025

Welcome to **Battleground Hub**, an unofficial BGMI tournament platform created for skill-based competition and community engagement. By accessing or participating in any tournament on our platform, you agree to the following terms and refund policy. Please read them carefully.

1. Eligibility and Account Registration

- Users must be **16 years or older**.
 - Aadhaar card photo is required for age and identity verification.
 - Users are responsible for the accuracy of their provided data.
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2. Tournament Participation Guidelines

- Users must register and pay the entry fee using **UPI QR code**.
 - Tournament spots are confirmed **only after successful payment and registration**.
 - **Match results are manually verified and updated by admins.**
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3. Prize Distribution

- Prize money will be distributed **within 2 days** of match completion.
 - Only winners as per the final leaderboard will receive the prize.
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4. Game Rules and Fair Play

- All players must **strictly follow the rules** provided in the official PDF uploaded on the website.
 - **Hacking, teaming, or using modded versions of the BGMI app** is strictly prohibited.
 - Violation of game rules will result in **immediate disqualification without refund**.
 - Use of hacks or mod apps may result in a **permanent ban**.
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5. Disqualification & Bans

We reserve the right to disqualify or ban accounts in the following cases:

- Violation of game rules
- Usage of hacks or mod apps
- Fraudulent activity or impersonation
- Abusive behaviour or spamming
- Creating multiple fake accounts

Disqualified users will not receive any refund and will not be accommodated in future tournaments for the same entry.

6. Non-Refundable Situations

The following situations will result in **no refund and no re-entry**:

- Late joining after the match has started
 - Providing incorrect Game ID
 - Match already in progress
 - Disqualification due to rule violation
 - Technical issues from the user's end (phone issues, internet down, etc.)
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7. Refund Policy

Refunds are strictly limited to the following scenarios:

✅ Eligible for Refund:

- **Double Payment:** If a user mistakenly pays the entry fee twice for the same match date, they can email us with **valid payment proof**. We will process a **refund to the provided UPI ID** after verification.

❌ Not Eligible for Refund:

- Match cancelled by admins (users will be informed in advance; the next match will be scheduled)
 - User-side technical glitches (e.g., app crash, battery down, device hang)
 - Any violations of participation conditions
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8. Disputes & Complaint Resolution

- Disputes can be raised via:
 - **Email**
 - **Website Chat Support**
 - **Call Support** (details on contact page)
 - All complaints will be reviewed within a reasonable time frame.
 - 👉 **Admin's decision will be final and binding in all circumstances.**
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9. Code of Conduct

- All users must interact respectfully with staff and fellow players.
 - Use of abusive language or threats can result in immediate ban.
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10. Amendments and Updates

We reserve the right to modify these Terms & Conditions or the Refund Policy at any time. Users will be notified of significant changes via website updates.

By participating on **Battleground Hub**, you confirm that you have read, understood, and agree to abide by the above policies.

Play fair. Stay honest. Compete responsibly.

For questions or issues, please contact us via our official support channels.

Thank you for being a part of the Battleground Hub community.