

TERMS AND CONDITIONS

Company: Tiu Infotech LLC

1 GENERAL RULES

1.1 Please read these General Terms and Conditions before using our website LHSSORTEIOS.VIP (hereinafter referred to as the "Site"). By using or accessing any section of the Site, you agree to be legally bound by all of the following terms and conditions (hereinafter collectively referred to as "Terms"):

- General Terms and Conditions displayed on this page;
- Privacy Policy;
- Cookies Policy;
- Specific terms of advertising campaigns, bonuses and special promotions offered on our website;
- Specific rules for draws offered on our website, which can be accessed through the links in question;
- Other terms and conditions that you may accept to use certain services available on our website.

1.2 When registering on our website, you agree to the collection of data and information, always being aware that the information referred to will be protected by LHS.

1.3 In case of discrepancy, the terms of advertising campaigns, bonuses and special promotions prevail over the General Terms and Conditions.

1.4 If you do not agree to accept and comply with all of the Terms, you must not open an account or use any of the services offered through our website. Further use of the site will indicate your flexibility of terms.

1.5 Unless otherwise defined, all references in the Terms to "we", "our", "Company" refer to the company that operates the Site, while references to "client", "you", "your" refers to a person using our website and accepting the Terms.

1.6 The version of the Terms that prevails is the original version in Portuguese, and terms in English may be used.

2 LIMITATIONS AND REGULATORY REQUIREMENTS

2.1 You may use the website's services only if you have reached legal age, in accordance with the law applicable to you, and are at least 18 (eighteen) years of age. By accepting the Terms, you

guarantee that you comply with the above age restrictions, and you must leave the site immediately if you have not yet reached the age of 18 (eighteen).

3 YOUR ACCOUNT

3.1 To use the full functionality of our website, you must open a personal account on the website.

3.2 Your account on the Website must be registered in your own name and registered using a valid mobile number and email address. Only one account is permitted per person, per household/address, per telephone number/email and per IP address. Any other accounts opened on the website will be considered "duplicate accounts". You should not attempt to open a duplicate account by providing false or tampered with credentials. If you open or attempt to open any number of duplicate accounts, we reserve the right to close some or all of your accounts without charge and impose the following sanctions:

- All actions carried out with a duplicate account will be considered null and void.
- Any promotions in which the duplicate account participates will be cancelled.
- Any winnings made on the duplicate account will be void. Any processed withdrawals will be reversed and will be owed to the Company;
- The duplicate account will be closed without the right to reopen.

3.3 You must keep your login/username and password secret and not disclose this information to third parties. You are solely responsible for any type of action and/or transportation carried out under your account. Anyone who logs into your account, using the correct login and password, will be considered to be you and all transactions will be considered valid and made by you. We will not be responsible for any third party accessing your account or for any losses related to unauthorized use of your account; any unauthorized use will be considered your own use.

3.4 You must not sell or transfer your account to anyone else and you must not buy or acquire accounts from other people. You agree that any attempt to do so will be null and void and will constitute a breach of these General Terms and Conditions.

3.5 The use of any other person's login and password to access the Site is prohibited.

3.6 You must keep your account details up to date. You must inform us immediately of any changes to your registration data.

3.7 Closing your account: You can close your account at any time by contacting the Customer Service Team, however the conditions below apply:

- You can only close your account if it has no remaining balance (positive or negative) and no pending withdrawal requests.
- If you want to close your account with a positive balance or/and pending withdrawal requests, all funds in your account will be canceled and you will receive the amount of the last deposit.

3.8 Self-exclusion request: You can contact the Customer Service Team provided in the field: CONTACT US and we will help you close your account. Furthermore, it is your responsibility to notify the Company of any other accounts you may have with us and to refrain from opening any new accounts. The company will do everything possible to prevent new accounts from being opened, but ultimately it is your sole responsibility to ensure that no other accounts are opened. The Company will not be responsible for potential losses on other accounts.

3.9 We reserve the right to refuse to open an account or close an existing account without prior notice or justification.

4 YOUR GUARANTEES

4.1 By opening an account on our website and using our website, you guarantee that:

- Your actions are in your name;
- Is a citizen with discernment and respect for the law;
- You are not addicted to gambling, do not use the website under the influence of alcohol, drugs or other substances;
- All data and information you provided when registering on our website are true and real and you will continue;
updating this information in the event of any changes;
- You fully understand and accept the fact that there is a possibility of monetary loss when using our services;
- Do not use monetary funds that you have received illicitly or from illegal sources;
- You did not enter with bad intentions and will not make any attempt to complicity, directly or indirectly, with another customer of the Website; It is
- The credit/debit card or any other payment method you use to top up your account balance belongs to you, is not stolen and has not been lost by someone else. The Company reserves the right to close your account and void any winnings if it is suspected that you have violated this rule.

4.2 By opening an account on this website, you guarantee that you have never registered another account or received any money through an account belonging to any other person.

4.3 By opening an account on this website, you guarantee that you have provided us with true and complete information, as requested in the registration form.

5 VERIFICATION OF AGE, IDENTITY AND OTHERS

5.1 You must provide any information we request to manage your account, verify your identity or the origin of funds deposited into your account. This includes (but is not limited to) duly certified ID, proof of residence, proof of ownership and transaction histories of payment methods used including bank or credit/debit card statements etc.

5.2 We may, at our sole discretion, use any additional procedures and means we deem appropriate to verify your identity, age, residence and other documents (KYC), before and after making deposits into your account and/or making a withdrawal.

5.3 You must provide these documents and information within 30 (thirty) days of the request. We reserve the right to withhold payment and/or suspend your account until you provide the documents and information we request and to permanently close your account if you do not do so in time. We normally verify your documents and information within 10 (ten) days of our request being responded to in full, however, depending on the circumstances and complexity of a particular case, additional time and/or checks may be required to complete the verification.

5.4 We may use a recognized third-party provider to carry out checks on our behalf, including reputable authorized credit agencies, identity verification services and/or fraud prevention software. Personal details may be provided to such third parties in accordance with our Privacy Policy.

5.5 By accepting these Terms and Conditions, you agree that we have the right to carry out additional security checks to verify account information and activity in accordance with applicable regulation and our security and anti-fraud procedures, carrying out checks via phone calls/telephone, facial verification or other checks necessary to ensure that you are who you claim to be.

6 ACCOUNT BALANCE, DEPOSIT AND WITHDRAWALS

6.1 By opening an account on the Website you agree that the financial operations linked to your account will be processed directly by the Company, an operator of a payment system and/or by a third party designated by the Company to carry out this activity.

6.2 Depositing or withdrawing balances is facilitated using the payment method of your choice (among those available on the website).

Whenever possible, withdrawals are processed using the same payment method used for deposits. You must use the payment system services available on the Site in accordance with the usage rules imposed by the respective providers of such services.

6.3 The account balance is not a bank balance and therefore cannot be subject to insurance, asset guarantee or guarantees of any other type. An active deposit or balance does not earn interest.

6.4 By making a deposit, you grant the Company permission to debit your balance for any fines or fees in relation to your activity as set out in the Terms or applicable law. You also agree to avoid being charged for returning deposited funds by voiding deposits, and you agree to compensate the Company for costs associated with chargebacks and cancellations.

6.5 The Company reserves the right to set the minimum and maximum deposit amounts into the account at its discretion.

6.6 Refund Policy:

6.6.1 You acknowledge and agree that the Company does not generally offer refunds of funds deposited into your account. However, we may consider a refund in exceptional circumstances, including technical problems with our website or payment instruments.

6.6.2 No refunds can be completed once the claimed deposit (including bonus) has been played using the Services.

6.6.3 To be considered for a refund, you must contact our customer support within 24 (twenty-four) hours of the transaction in question. We will do our best to respond to your request within 10 (ten) business days. For the avoidance of doubt, all refunds are always at our sole and absolute discretion.

6.6.4 We reserve the right to withhold any refund or reverse a transfer until the identity of the gaming account owner has been identified to a satisfactory level. You agree that you will assist with the documents if we request it. There may be proof of identity (copy/photo of passport, driving license, ID card), proof of address (bank statement, invoice, rent, etc.) as well as proof of ownership of the payment solution. If such documents are requested and are not presented within 30 days of our request, a particular refund or reverse transfer will not take effect, the gaming account will be terminated immediately and you will forfeit all amounts in your gaming account. This decision will be final, binding and cannot be reversed.

6.6.5 If you were funding your account with a credit card, we reserve the right to pay all withdrawal requests up to the full amount deposited as a refund for purchases made.

6.6.6 If any credit card purchases are deemed to pose an unacceptable risk for legal or security reasons by our credit card processors or our KYC Department, LHS will initiate refunds of all such transactions to the credit card and will notify all appropriate authorities and stakeholders.

6.6.7 In all cases where we make a refund, all bonuses and winnings on your balance will be deducted before calculating the amount to be refunded.

7 LIMITATIONS OF LIABILITY

7.1 You accept and agree that the Company has no responsibility or control over how you use the Software.

You agree that using the Company's services is solely your decision and agree that you are aware of and accept all possible risks.

7.2 The Company is not responsible for any agreements, illegal actions, negligence, damage or loss of any size, including but not limited to loss of data, income, reputation, as well as for any losses that are not foreseen by the Company at this time .

7.3 Neither the Company, the software provider, nor any of our affiliates or related parties shall assume any liability for any losses, expenses or damages that are alleged or are actual consequences of:

- Errors you have made by entering incorrect information;
- Any type of fraud, scam activity or misleading;
- The Company's decision not to accept your deposit, refuse to open your account or suspend or close your account;
- Any delay in receiving or accepting a deposit or holding your withdrawal to complete identity and other verification procedures;
- Use your account for purposes that may be considered illegal according to current legislation;
- Any operations and transactions carried out after correctly entering your username and password;
- Any unsanctioned use of data relating to you or your account;
- Inability to use the website or inability to access it for any reason;
- Any action or transaction that is carried out by third parties with your username and password;

- Poor quality of access (or lack of access) to the Website;
- Any circumstance beyond the Company's direct control, including problems related to equipment and software (including computer viruses and software), data transfer systems, telephone or other communication methods, or by your data service provider
- Loss of any transactions caused by incorrect connection functioning used by you or any other organization transferring data between you, the Company or any other company regulating payments;
- Any electronic communication not received;
- the result of any action on behalf of the government or due to circumstances of force majeure;
- Participate in games if such participation is illegal according to the applicable legislation of the country in which the customer resides;
- Any errors, omissions, typos, bugs on the website or in the software used on it;

8 CHANGES TO THE WEBSITE

8.1 The Company reserves the right to make any changes to the Terms at its sole discretion at any time.

8.2 All changes take effect from the date indicated in the Terms. It is your responsibility to check the Terms for updates each time you use the Site.

8.3 By continuing to use the website after any changes, you agree to those changes, regardless of whether or not you have received notice of the changes or become familiar with them. If you disagree with any of the changes, you must stop using the website

9 OBSERVATIONS

9.1 You agree to contact us electronically. We will regularly post electronic messages on the Site and/or contact you via email. You must provide us with correct contact information. Otherwise, the Company cannot be held responsible for you not receiving information. All correspondence, including electronic communication, is considered "written" and received within 5 business days of sending. The Company has the right,

but not the obligation, to conduct communication in writing. If you have any questions about your use of the Site or the Terms, please contact us at: lhs@tiulu.tech

10 APPLICABLE LAW AND JURISDICTION

14.1 Any claim or legal dispute arising from or in connection with the Website Terms and Services will be resolved in accordance with Brazilian Legislation.

14.2 The parties agree that any dispute, controversy or claim arising out of or in connection with the Terms, or the breach, termination or invalidity thereof, shall be submitted to the exclusive jurisdiction of the courts of Curacao. We cannot accept liability under the laws of any other jurisdiction. You explicitly consent to the exclusive jurisdiction of the courts of Curacao as set forth in this section.

Delaware Code

100 Gaming Control Board

102 Regulations Governing Raffles

These regulations shall apply to any raffle conducted under Title 28 of the **Delaware Code** in which the value of the prize or prizes to be awarded is \$5,000 or more or in which the ticket price is more than \$5.00 for a single drawing for prizes, or more than \$15.00 for a series of drawings for prizes occurring on a periodic schedule exceeding one month. These regulations are issued pursuant to the authority granted the Delaware Gaming Control Board in Title 28 of the **Delaware Code**.

2 DE Reg. 1224 (01/01/99)

15 DE Reg. 368 (09/01/11)