

faq

FAQ is an acronym for Frequently Asked Questions or Frequently Answered Questions. Our FAQ is a compilation of information in question and answer form, which comes from monitoring technical/customer support channels such as email, trouble tickets, and forums, for the most common problems and complaints.

Ozoneplay operates 'cash competitions' on mobile games. Our winners are selected purely on their ability in the game. We do not operate games of chance. Our competitions are skills based and this is how we differentiate ourselves against other competition sites which may be based on games of chance or otherwise known as gambling and/or 'gaming' sites.

General

I forgot my password?

Click on 'forgot password?' on our web site or on the Ozoneplay app. Enter your registered email address and follow the link on the email we send you. You'll be asked to enter a new password and click OK.

How do I change my password?

Login to your account either on the website or Ozoneplay App and go to the Account/Profile menu. Select the option 'change my password'.

How do I sign up?

Click on 'Register' on the website or the Ozoneplay App and enter the required information. We ask the minimum number of questions to ensure your eligibility for accessing our services and games.

I received free money in my account where did this come from?

When you register we credit \$2.00 to your account so you can try our competitions.

How Ozoneplay works?

Ozoneplay allows users to access and play the games on our platform for free after registering. You can play games for free after downloading them. Each of the games has an option to enter competitions. You have a choice of three types of competition:

1. Open tournament competitions. Play the game and see where you finish on the leaderboard. The higher up the leaderboard the higher the cash prize. There is a small entry fee to enter this competition.
2. Play 1-to-1 with anyone else on our platform anywhere around the world. Here players agree the entry fee between them. The winner takes all and our platform applies a 20% hosting fee.
3. Create your own competition. Set the entry fee and invite your friends to compete as a group. The winner takes all, and our platform charges a 20% as a hosting fee.

Am I eligible to play and enter competitions?

You can be any age to use our site, applications and games but you **must be 18 years old** to enter 'cash competitions' in areas of the world where cash game play competitions are allowed. Cash competitions are enabled in most countries around the world, including most of the states in the USA. Currently cash competitions on mobile games are not available in some of states in the Unites States of America and a few other countries around the world; the full list can be seen in section 1.2.1 of the [terms and conditions](#) available on our website. In order to play for cash, your device location settings must be enabled to ensure eligibility. At present our games require the user to have a mobile device running Android. In future we will extend this to the iOS and mobile Windows platform. If you are in any doubt about the legality of playing cash for competitions on mobile games, please consult your local authority, state or country.

How do the games work with the Ozoneplay App?

Our selection of games integrate with our Ozoneplay App to offer seamless integration between playing the games and managing your account. From time to time we will add new games to the Ozoneplay App or update its features to offer you an enhanced experience. We recommend you always have the Ozoneplay App downloaded on your smartphone whenever you are playing one of the games on our platform.

Can I enter competitions for free?

Ozoneplay will operate 'free to enter' competitions from time to time. These competitions do not require you to pay a cash entry fee. However you must accrue the relevant number of virtual dollars (v\$) to enter. The more you play the more v\$ you accrue. The virtual dollars feature is coming soon.

Payments and Withdrawals

How do I credit my account?

If you have insufficient credit in your Ozoneplay account, you can add credit to your account after registration or when you're ready to enter any of our 'cash competitions':

1. Select 'wallet' icon from the homescreen menu (bottom right corner)
2. Click on 'Top Up' highlighted in red.
3. Enter the amount in USD (\$) that you want to add to your account and click on top up.
4. Choose between 'PayTabs' for a credit card payment or 'PayPal' for PayPal top up
5. Follow the instructions to authorize payment.

How do I pay for a competition?

When you elect to play a 'cash competition' and you have decided which type of competition, you will be prompted to pay the entry fee. When you accept this charge, the amount will be deducted from your account. If you have insufficient funds in the account, you will be prompted to top-up your account before proceeding to the competition.

What happens to the cash I win?

The cash you win will immediately at the close of the competition be added to your account. Occasionally there may be a delay of 12-24 hours as we verify the results.

How do I withdraw funds in my account?

1. Select the e-wallet section of your Ozoneplay App
2. Click on Withdraw button
3. Enter an amount (min \$20 plus you will need to maintain a balance of \$5)

4. You will receive a confirmation email requesting you to supply your ID.
5. Our customer services will email you to request your ID, attach your ID to the request and email back.
6. Once your ID is verified against your Ozoneplay account your payment will be made via PayPal only.

Why does it take 1-2 weeks to receive my money?

To ensure the integrity of all the competitions we operate, the validation of games and the winners can on occasions take 5-7 working days. During this time we may need identification information from you to process the withdrawal.

Why am I unable to withdraw the full amount in my account?

The funds we credit to your account when you register or invite friends or as part of any promotional campaigns we run can only be used to enter competitions. Any withdrawal you request will be processed less the credit we have given.

Miscellaneous

Are competitions gambling?

Ozoneplay competitions are skills based. The results and winners are based on the performance and skill of the participant. Therefore we do not class them as gambling. Our definition of gambling is operating games of chance, which we do not operate at Ozoneplay.

Can I play Ozoneplay cash competitions in my location?

To take advantage of cash competitions you must be in a jurisdiction or country that allows cash competitions on mobile phones. We may monitor your location, if location services are enabled on your mobile phone, and if it is apparent to us that your location does not allow cash competitions, you will not be allowed to enter cash competitions. You may however still play our games for free.

What are virtual dollars (v\$) and how do I use them?

Virtual dollars or v\$ as we like to call them, is a virtual currency we use on our platform to reward players who play the games we host. The more you play the more v\$ you accrue. These v\$ can be used to enter 'free to enter' competitions we run from time to time. v\$ have no monetary value in any currency.

How do I contact support?

Email support@ozoneplay.com detailing the nature of your query be it, suggestion, feedback, question, or complaint. Our customer support staff are on hand to service your request, usually within 24hrs. You will be provided with a unique ticket number to track your request via email or our customer support portal.