Stake reference: final support, complaint and data-request conditions

Tower Rush India | https://towerrushindi.com/en/casinos/

Account assistance and reopening

The final Stake subsection in the supplied base advertises human support by live chat and support@stake.com, 24/7, with multilingual help. Ordinary account closure is requested through chat or that email. Reopening requires an official written request through the same channels, at least 24 hours after closure, and may involve internal review. This is ordinary closure, not permission to override a confirmed self-exclusion period.

Bet disputes and the six-month complaint window

Clause 23.1 requires first submitting a complaint to customer service at support@stake.com. Complaints are free and can be made within six months of the incident. Clause 11.3 names the operator's internal transaction-log database as the ultimate authority for disputes about bet contents. The separate acknowledgement, ADR and court routes are retained in the preceding legal volume; this initial-contact subsection does not remove them.

House edge and an in-game RTP discrepancy

Clause 10.5 reserves discretionary changes to slot house edge without prior notice, described as supporting integrity, fairness and balance. If the operator's house edge differs from the in-game RTP display, the customer is directed to support for clarification; the clause disclaims liability when a wager is placed in reliance on the discrepancy. This is a saved operator clause for slots, not evidence that Tower Rush's provider configuration was changed or that one displayed figure can simply be substituted for another.

Personal-data requests and complaints

Missing requested personal information may prevent membership processing, service, or a reply to an enquiry/complaint. The subsection references GDPR lawful bases without repeating their list; the complete contract, legitimate-interest, consent and legal-obligation bases are retained in the privacy volume. EEA users may complain to a supervisory authority if they believe processing violates applicable law.

Deletion can be requested at support@stake.com when no legal reason for processing/storage remains; legal retention duties can prevent compliance. Access, correction, questions and privacy complaints can be sent to the same email or support chat. These are the recorded contact routes, not a current legal determination.

Separate help for gambling-related harm

The surrounding guide encourages speaking to someone trusted and obtaining support rather than remaining isolated. It names Gamblers Anonymous and Gambling Therapy as confidential-support resources, without a local telephone number or a claim that this PDF verified their current regional availability. This is separate from asking the casino to settle a payment or complaint.