

Terms of Service

F2F PTE LTD

Last Updated: March 24, 2025

This Terms of Service Agreement ("Agreement") is a legally binding contract between you ("User" or "you") and F2F PTE LTD, a company incorporated under the laws of Singapore, with its registered office at 10 Anson Road, #20-05, International Plaza, Singapore (079903) ("F2F," "we," "us," or "our"). This Agreement governs your access to and use of the F2F platform ("Platform"), including all services, features, and content provided therein.

By registering for an account and checking the box "I accept the terms" or otherwise accessing or using the Platform, you acknowledge that you have read, understood, and agree to be bound by this Agreement. If you do not agree to these terms, you must not use the Platform.

1. General Provisions

1.1. **Purpose of the Platform.** F2F PTE LTD operates the Platform to enable Users to participate in competitive gaming, including but not limited to Counter-Strike 2 (CS2), and in the future, other games such as DOTA2, PUBG, and others, through matchmaking, tournaments, pari-matches, and related activities, and to earn rewards for their achievements.

1.2. **Eligibility.** The Platform is available to individuals aged 13 years or older. Certain features, such as pari-matches, are restricted to Users aged 18 years or older, subject to age verification processes implemented by F2F.

1.3. **Acceptance.** Your registration and use of the Platform constitute your acceptance of this Agreement in its entirety.

1.4. **Governing Law.** This Agreement and all matters arising out of or relating to it shall be governed by and construed in accordance with the laws of Singapore, without regard to its conflict of law principles, except as provided in Section 9.

1.5. **Amendments.** F2F reserves the right to modify this Agreement at its discretion to improve the Platform or accommodate new features. Significant changes will be notified to Users via email or a Platform announcement at least seven (7) days prior to their effective date. Continued use of the Platform after such changes constitutes acceptance of the revised Agreement. For material changes affecting your rights or obligations, we may require renewed consent.

2. User Rights and Obligations

2.1. Permitted Use. Subject to compliance with this Agreement, you may:

- (a) Create an account and participate in CS2 matches (and other games as added);
- (b) Engage in tournaments and matchmaking to earn rewards;
- (c) Purchase tickets, tokens, subscriptions, or battle passes for enhanced features;
- (d) Participate in pari-matches if over 18 and verified;
- (e) Complete tasks (e.g., contracts, daily challenges) for rewards;
- (f) Serve as a match judge if qualified;
- (g) Communicate with other Users via chat or voice features for gameplay purposes.

2.2. User Obligations. You shall:

- (a) Provide accurate information during registration (e.g., age, email);
- (b) Adhere to fair play principles, refraining from using cheats, bots, or exploits;
- (c) Respect other Users, avoiding harassment, threats, or interference;
- (d) Maintain the security of your account and not share credentials;
- (e) Comply with applicable laws regarding pari-matches and purchases;
- (f) If acting as a judge, perform duties honestly and per F2F guidelines.

2.3. Prohibited Conduct. You shall not:

- (a) Create multiple accounts or transfer your account to others;
- (b) Exploit Platform bugs or errors (report them to us instead);
- (c) Post or transmit prohibited content (e.g., spam, pornography, hate speech);
- (d) Attempt to hack, disrupt, or interfere with the Platform or other Users;
- (e) Access pari-matches or 18+ features if under 18;
- (f) Sell or exchange accounts or Platform assets outside the Platform;
- (g) Disregard decisions of judges or F2F administration.

2.4. Consequences of Violation. F2F may, at its sole discretion:

- (a) Issue warnings, impose temporary suspensions (e.g., 1-30 days), or permanently ban your account based on the severity of the violation;
- (b) Void rewards, tokens, or match results obtained through misconduct;
- (c) Terminate access without refunding purchases if rules are breached;
- (d) Immediately ban accounts for severe violations (e.g., cheating, hacking).

2.5. Pari-Matches and Purchases. You bear sole responsibility for ensuring pari-matches comply with your local laws. Lost tokens in pari-matches are non-refundable. Purchased items (tickets, tokens, subscriptions, battle passes) are non-refundable if you violate this Agreement or change your mind.

3. F2F Rights and Obligations

3.1. Obligations. F2F shall:

- (a) Provide access to the Platform for gameplay, tournaments, and pari-matches (18+);
- (b) Facilitate matchmaking and tournaments;
- (c) Distribute rewards for compliant participation;
- (d) Verify age for restricted features;
- (e) Maintain Platform functionality to the extent reasonably possible.

3.2. Rights. F2F may:

- (a) Update the Platform, including adding games or features, per Section 1.5;
- (b) Monitor accounts for compliance;
- (c) Remove content violating Section 2.3;
- (d) Suspend or terminate access for breaches, without refunds;
- (e) Cancel rewards or results tied to violations;
- (f) Set and adjust prices for paid features with notice;
- (g) Appoint judges and resolve disputes;
- (h) Temporarily suspend access for maintenance or security without notice.

3.3. No Guarantees. F2F does not guarantee uninterrupted service, account access if credentials are lost (not due to our fault), or refunds for purchases upon termination for violations or voluntary cessation.

3.4. Third-Party Tournaments. For tournaments organized by third parties, F2F freezes tokens and enforces reward conditions as provided. We bear limited liability for other aspects (e.g., event quality, security).

3.5. Technical Disruptions. If a pari-match or tournament is canceled due to our technical failure, we will refund tokens or tickets. This does not apply to external issues (e.g., your internet).

3.6. Data Security. We take reasonable steps to protect your data, but you must secure your account. See our Privacy Policy for details.

3.7. Intellectual Property. All Platform content (e.g., design, tokens) is owned by F2F PTE LTD and may not be reproduced without permission.

4. Paid Features

4.1. Available Purchases. The Platform offers tickets for tournaments, tokens for pari-matches and enhancements, subscriptions, and battle passes. Details and pricing are in the "Store" section.

4.2. Purchase Terms. Purchases are made via available payment methods. Prices may change with notice per Section 1.5. Upon payment, features are credited to your account, granting a license to use, not ownership.

4.3. Pari-Matches. Restricted to Users 18+ after verification. Tokens used in pari-matches are non-refunded if lost.

4.4. Refunds and Cancellations. Payments are non-refundable if you reconsider or are banned. Refunds of tokens/tickets apply only for our technical cancellations, not external issues. Third-party tournament refunds are limited to frozen tokens. Access to paid features may be suspended for violations without refund.

4.5. Usage Rules. You may not sell, transfer, or exchange paid features outside the Platform. Suspicious transactions may lead to account review and suspension of purchases.

4.6. Legal Compliance. You are responsible for ensuring purchases and pari-matches comply with your local laws. F2F is not liable for violations.

5. Limitation of Liability

5.1. **Scope of Liability.** F2F is liable only for obligations expressly stated herein (e.g., token refunds for our faults).

5.2. **Exclusions.** F2F shall not be liable for:

- (a) Losses from Platform use (e.g., pari-match losses, tournament costs);
- (b) Third-party tournament issues beyond token obligations;
- (c) User actions (e.g., harassment, cheating) we cannot prevent;
- (d) Service interruptions due to technical issues, cyberattacks, force majeure (e.g., war, disasters), or your equipment;
- (e) User-generated content legality or third-party rights violations.

5.3. **Liability Cap.** Our liability, if any, is limited to amounts paid by you for paid features in the prior 30 days, excluding indirect, consequential, or punitive damages.

5.4. **Local Laws.** Use of restricted features (e.g., pari-matches) is at your risk if prohibited locally. F2F is not liable for legal consequences.

5.5. **Third-Party Claims.** You are solely responsible for claims arising from your actions.

5.6. **As-Is Basis.** The Platform is provided "as is" without warranties of uninterrupted service or fitness for particular purposes.

6. Termination of Access

6.1. **Grounds for Termination.** F2F may suspend or terminate your access for violations, including:

- (a) Cheating or exploiting;
- (b) Toxic behavior;
- (c) Multiple accounts or transfers;
- (d) Fraud in pari-matches, tournaments, or purchases;
- (e) Security threats.

6.2. **Process.** Minor breaches may result in warnings or suspensions (1-30 days). Severe breaches (e.g., cheating) lead to immediate permanent bans. Rewards may be voided.

6.3. **Effect.** Termination forfeits access to accounts and paid features without refund. Creating new accounts to evade bans is prohibited.

6.4. **Platform Discontinuation.** F2F may discontinue the Platform or parts thereof with 30 days' notice. Unused tokens/tickets are non-refunded unless specified.

6.5. **Appeals.** Contact support@f2f.com within 14 days to appeal a ban. Our decision is final.

7. Privacy

7.1. **Data Collection.** We collect registration data (e.g., email, age), usage data (e.g., matches, purchases), and, for payouts or partnerships, additional data (e.g., name, address, identification numbers).

7.2. **Data Use.** Data is used for Platform operation, payouts (per Section 8), security, improvements, and, with consent, marketing.

7.3. **Data Protection.** We implement reasonable safeguards but cannot guarantee absolute security. You must secure your account.

7.4. **Data Sharing.** Data may be shared with partners (e.g., payment providers, tournament organizers) under confidentiality obligations or as required by law.

7.5. **User Rights.** Request data access or deletion via support@f2f.com, subject to operational needs.

7.6. **Details.** See our Privacy Policy at [f2f.com/privacy] (if applicable).

8. Payouts and Taxes

8.1. **Payout Mechanism.** Rewards are credited as tokens or similar assets unless otherwise stated. Withdrawals are via the "Wallet" section, subject to conditions. Partners may facilitate payouts.

8.2. **Payout Conditions.** Withdrawals may require name, address, and identification documents per legal or payment requirements. Delays may occur until data is provided.

8.3. **Tax Obligations.** You are responsible for taxes per your local laws. We or partners withhold taxes only if legally mandated, with prior notice.

8.4. **Partner and Third-Party Tournaments.** Payouts for such tournaments depend on their terms. We freeze tokens but are not liable for delays or non-payment by organizers.

8.5. **Disclaimer.** We do not provide tax advice. Consult a professional for tax compliance.

9. Governing Law

9.1. **Applicable Law.** This Agreement is governed by Singapore law, except as noted.

9.2. **Dispute Resolution.** Disputes unresolved via support@f2f.com shall be adjudicated in Singapore courts. You consent to this jurisdiction.

9.3. **Local Compliance.** Taxes and pari-match legality are subject to your local laws, which you must follow.

10. Contact Information

10.1. **Support.** Contact us at support@f2f.com or via Platform methods (e.g., "Support" section at f2f.com).

10.2. **Registered Office.** F2F PTE LTD, 10 Anson Road, #20-05, International Plaza, Singapore (079903).

11. Miscellaneous

11.1. **Entire Agreement.** This Agreement constitutes the entire understanding between you and F2F, superseding prior agreements unless we confirm otherwise in writing.

11.2. **Severability.** Invalid provisions do not affect remaining terms. Invalid terms will be replaced to comply with law.

11.3. **No Partnership.** Your use does not create a partnership, employment, or agency relationship with F2F.

11.4. **Assignment.** F2F may assign this Agreement with notice. You may not assign without our consent.

11.5. **Survival.** Sections on liability, taxes, and privacy survive termination.

11.6. **Language.** This Agreement is in English. Translations are for convenience; the English version prevails.