



Refund Policy

Baseline - The ultimate player app & management system for racquet sports competitions.

Baseline Sports Sdn Bhd

Incorporated in Malaysia

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Baseline is a platform used by independent event organizers to manage tournament registrations. All refunds are subject to the specific rules set by the event organizer. Baseline does not issue refunds directly unless stated otherwise. Please review the event's terms and contact the organizer for refund-related questions.

1. GENERAL POLICY

Baseline is a technology platform operated by Baseline Sports Sdn Bhd that facilitates registration, payment, and management of racquet sports events (e.g., tournaments, leagues) on behalf of third-party organizers.

Baseline does not directly organize most events listed on the platform, and therefore does not control or guarantee refund eligibility. Refund policies are determined by each individual event organizer and are typically outlined in the event's published rules and regulations.

2. ACCEPTANCE OF EVENT ORGANIZER TERMS

By registering for an event through Baseline, users agree to the **specific rules, regulations, and refund terms** set by the organizer of that event. These terms are presented during the registration process and must be accepted before completing payment.

Please read the event details carefully before registering, as each event may have its own:

- Refund deadlines
- Eligibility for full/partial refunds
- Policies for cancellation or postponement
- Minimum participation requirements

3. HOW TO REQUEST A REFUND

If you wish to request a refund, please contact the **event organizer directly** using the contact information provided in the event listing or registration confirmation.

Baseline does not process refunds unless explicitly authorized by the organizer.

4. PLATFORM FEES

Platform, processing, or service fees collected by Baseline may be non-refundable, even in the event of organizer-approved refunds, unless otherwise stated.

5. EVENT CANCELLATIONS OR CHANGES

If an event is cancelled, postponed, or significantly changed, refund policies will be applied based on the organizer's published terms. Baseline will facilitate communication between the

organizer and registered users where possible but is not liable for refunds or compensation unless explicitly managing the event.

6. EXCEPTIONS

In limited cases where Baseline is the primary event organizer, refund terms will be stated clearly in the event's registration page. Any refunds, if applicable, will follow the timeline and conditions stated there.