
Payment

25 messages

Lauren Novembri <lnovembri@gmail.com>

Sun, Jun 28, 2026 at 7:38 AM

To: Support ElegantSpins <support@elegantspins.com>

I want to know why I haven't been paid?!

Support ElegantSpins <support@elegantspins.com>

Sun, Jun 28, 2026 at 6:16 PM

To: Lauren Novembri <lnovembri@gmail.com>

Hello there,

We would like to inform you that your recent withdrawal request was cancelled because the bonus associated with your account had already expired.

As a result, in accordance with the applicable bonus terms and conditions, the expired bonus and any associated bonus funds were removed from your account.

If you have any questions regarding this decision or would like assistance with any current promotions, please feel free to contact our Live Chat Support team.

Regards,

Team Elegant Spins

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>

Sun, Jun 28, 2026 at 6:58 PM

To: Support ElegantSpins <support@elegantspins.com>

I want to know WHY I was asked to hit playthrough if the promotion expired? Why would your casino allow me to waste my time just so I could hit playthrough with winnings just to be told it is expired? If I am not paid I am going to share this EVERYWHERE on the internet I can so that people know how you operate.

Please tell me WHY you had me waste my time, and WHY the code was accepted? The promo was accepted, I talked to your staff through chat THE WHOLE TIME to see where I was with playthrough and now you WON'T pay?! This is just ridiculous. I should have been told this the moment I asked about playthrough through your chat.

I deserve my winnings and you know it!

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>

Sun, Jun 28, 2026 at 7:03 PM

To: Support ElegantSpins <support@elegantspins.com>

I would also like to know where it shows the dates of the promotion.

Plus your verification process takes weeks! What is up with that?

If I don't hear back from you I will also be filing a complaint against you and your unfair practices.

Thank you,
Lauren Novembri

[Quoted text hidden]

Support ElegantSpins <support@elegantspins.com>

Sun, Jun 28, 2026 at 7:20 PM

To: Lauren Novembri <lnovembri@gmail.com>

Hello there,

Thank you for contacting us.

After reviewing your account, we can confirm that your withdrawal request was cancelled because the bonus associated with your account had expired.

Our records show that the bonus code was claimed on **15/06/2026 at 22:58:45**, while the withdrawal request was submitted on **23/06/2026 at 22:47:15**. As per the bonus terms and conditions, promotional codes are valid for **24 to 48 hours** only. Since the withdrawal request was made after the bonus validity period had expired, the bonus and any associated bonus winnings were removed from your account in accordance with the promotional terms.

If you have any questions regarding this decision or would like information about our current promotions, please don't hesitate to contact us.

Regards,

Team Elegant Spins

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com> Sun, Jun 28, 2026 at 8:00 PM
To: Support ElegantSpins <support@elegantspins.com>

If you look at all of the history, you will see that my initial withdrawal request was on 06/16/26 well within the 24 to 48 hours. My withdrawal was valid when initially requested. I didn't know I had to be verified FIRST! Seriously, common, don't do your patrons like this. You took FOREVER to verify me and that is why the final request was on the date stated above. I did the initial request within the time frame needed and it was you that delayed it forever. You cancelled that request because I was not verified yet. You really are not going to pay me because I wasn't verified?! This will also be shown and shared as this is so not fair. The promo was played and earned within your timeline. Now what?!

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com> Sun, Jun 28, 2026 at 8:13 PM
To: Support ElegantSpins <support@elegantspins.com>

If you need to be verified FIRST then you need to not let people not make deposits or use bonuses to play if you are going to hold payment later because they are not verified when their initial request was within the timeframe specified. That is completely unfair and you know it.

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com> Mon, Jun 29, 2026 at 12:01 PM
To: Support ElegantSpins <support@elegantspins.com>

Will you please respond?

[Quoted text hidden]

Support ElegantSpins <support@elegantspins.com> Mon, Jun 29, 2026 at 5:48 PM
To: Lauren Novembri <lnovembri@gmail.com>

Dear Player,
Thank you for contacting us.

We would be happy to assist you. Could you please provide a detailed explanation of your concern? The more information you share, the better we can understand the issue and help resolve it as quickly as possible.
We look forward to your reply.

Kind regards,
Support Team
[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com> Mon, Jun 29, 2026 at 7:46 PM
To: Support ElegantSpins <support@elegantspins.com>

Can you not see the emails above?!

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com> Mon, Jun 29, 2026 at 7:51 PM
To: Support ElegantSpins <support@elegantspins.com>

What kind of game are you playing? Here is the detail!

Support ElegantSpins

Jun 28, 2026, 6:16 PM (1 day ago)

to me

Hello there,

We would like to inform you that your recent withdrawal request was cancelled because the bonus associated with your account had already expired.

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If you have any questions regarding this decision or would like assistance with any current promotions, please feel free to contact our Live Chat Support team.

Regards,

Team Elegant Spins

Lauren Novembri <lnovembri@gmail.com>

Sun, Jun 28, 6:58 PM (1 day ago)

to Support

I want to know WHY I was asked to hit playthrough if the promotion expired? Why would your casino allow me to waste my time just so I could hit playthrough with winnings just to be told it is expired? If I am not paid I am going to share this EVERYWHERE on the internet I can so that people know how you operate.

Please tell me WHY you had me waste my time, and WHY the code was accepted? The promo was accepted, I talked to your staff through chat THE WHOLE TIME to see where I was with playthrough and now you WON'T pay?! This is just ridiculous. I should have been told this the moment I asked about playthrough through your chat.

I deserve my winnings and you know it!

Lauren Novembri <lnovembri@gmail.com>

Sun, Jun 28, 7:03 PM (1 day ago)

to Support

I would also like to know where it shows the dates of the promotion.

Plus your verification process takes weeks! What is up with that?

If I don't hear back from you I will also be filing a complaint against you and your unfair practices.

Thank you,

Lauren Novembri

Support ElegantSpins

Sun, Jun 28, 7:20 PM (1 day ago)

to me

Hello there,

Thank you for contacting us.

After reviewing your account, we can confirm that your withdrawal request was cancelled because the bonus associated with your account had expired.

Our records show that the bonus code was claimed on **15/06/2026 at 22:58:45**, while the withdrawal request was submitted on **23/06/2026 at 22:47:15**. As per the bonus terms and conditions, promotional codes are valid for **24 to 48 hours** only. Since the withdrawal request was made after the bonus validity period had expired, the bonus and any associated bonus winnings were removed from your account in accordance with the promotional terms.

If you have any questions regarding this decision or would like information about our current promotions, please don't hesitate to contact us.

Regards,

Team Elegant Spins

Lauren Novembri <lnovembri@gmail.com>

Sun, Jun 28, 8:00 PM (23 hours ago)

to Support

If you look at all of the history, you will see that my initial withdrawal request was on 06/16/26 well within the 24 to 48 hours. My withdrawal was valid when initially requested. I didn't know I had to be verified FIRST! Seriously, common, don't do your patrons like this. You took FOREVER to verify me and that is why the final request was on the date stated above. I did the initial request within the time frame needed and it was you that delayed it forever. You cancelled that request because I was not verified yet. You really are not going to pay me because I wasn't verified?! This will also be shown and shared as this is so not fair. The promo was played and earned within your timeline. Now what?!

Lauren Novembri <lnovembri@gmail.com>

Sun, Jun 28, 8:13 PM (23 hours ago)

to Support

If you need to be verified FIRST then you need to not let people not make deposits or use bonuses to play if you are going to hold payment later because they are not verified when their initial request was within the timeframe specified. That is completely unfair and you know it.

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Mon, Jun 29, 2026 at 7:52 PM

STOP MESSING AROUND!

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Mon, Jun 29, 2026 at 8:18 PM

I am going to start posting all of this. You are a horrible casino.

[Quoted text hidden]

Support ElegantSpins <support@elegantspins.com>
To: Lauren Novembri <lnovembri@gmail.com>

Tue, Jun 30, 2026 at 2:59 AM

Hello there,

Thank you for contacting us.

After reviewing your account, we can confirm that your withdrawal request was cancelled because the bonus code had expired.

Our records show that you claimed the bonus code on **15/06/2026 at 22:58:45** and submitted your withdrawal request on **23/06/2026 at 22:47:15**.

As per the bonus terms and conditions, the promotional code is valid for **24 hours** from the time it is claimed. Since the withdrawal request was submitted after the bonus validity period had expired, the bonus and any associated bonus winnings were removed from your account in accordance with the applicable terms.

If you have any questions or need further clarification, please feel free to contact us.

Regards,

Team Elegant Spins

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 3:28 AM

If you look at all of the history, you will see that my initial withdrawal request was on 06/16/26 well within the 24 to 48 hours. My withdrawal was valid when initially requested. I didn't know I had to be verified FIRST! Seriously, common, don't do your patrons like this. You took FOREVER to verify me and that is why the final request was on the date stated above. I did the initial request within the time frame needed and it was you that delayed it forever. You cancelled that request because I was not verified yet. You really are not going to pay me because I wasn't verified?! This will also be shown and shared as this is so not fair. The promo was played and earned within your timeline. Now what?!

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 3:30 AM

Please read all the emails, your information is not correct.

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 3:31 AM

I going to start posting this all over the place, just an FYI

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 3:34 AM

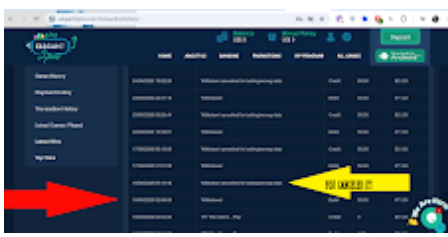
MY INITIAL WITHDRAWAL REQUEST WAS ON 06/16/26 AND YOU CAN SEE THAT!

[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 3:39 AM

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ELEGANT.png
304K

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 3:40 AM

Just pay me, you know you are in the wrong!
[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 3:41 AM

QUIT LYING!
[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 3:41 AM

Please respond.
[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Tue, Jun 30, 2026 at 9:01 PM

Will you please respond? So what you're saying is because I wasn't verified you won't pay me?
[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Wed, Jul 1, 2026 at 12:17 PM

HELLO
[Quoted text hidden]

Lauren Novembri <lnovembri@gmail.com>
To: Support ElegantSpins <support@elegantspins.com>

Wed, Jul 1, 2026 at 2:57 PM

Will you please tell me why you are not honoring the first time I tried to withdraw?
[Quoted text hidden]