REFERENCE APPENDIX

Incidents, recovery and technical support

ENGLISH

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G21

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Edge cases

Edge cases

ID	Entry	Settlement and result
TR-FR-E01	Bet 17,50 FUN, Frozen 2,5×, then fall	Protection 43,75 FUN. Gross 43,75, net 26,25 FUN.
TR-FR-E02	Same bet, Frozen 2,5×, then successful floor 1,5× and Cashout	Gross 65,63 FUN after half-up rounding to 0,01. Net 48,13 FUN. Protection is included within gross.
TR-FR-E03	12,50 FUN, accumulated 2,2×, Temple sector 3×	12,50 × 2,2 × 3 = 82,50 FUN. Net 70,00 FUN.
TR-FR-E04	50,00 EUR, raw total 64×, limit 2 500 EUR	min(3 200; 2 500) = 2 500 EUR. Net 2 450 EUR. Effective ratio 50× in this row.
TR-FR-E05	Gap before server accepted	Debit 0. On a repeat of the previous request_id, the history is checked before creating a new one.
TR-FR-E06	Gap after acceptance of bet 6,50 FUN, confirmed total 1,8×	After recovery, the history returns gross 11,70 FUN, net 5,20 FUN. Reopening leaves one payout.
TR-FR-E07	13,00 FUN, pending, then void	On pending, 13,00 FUN obligations are reflected. After refund 13,00 FUN the obligation 0, net 0, comparable turnover 0.
TR-FR-E08	Protected gross already at cap and repeat of the last request	The final status and the original settlement_id take priority. The repeat reads the same settlement.

Requests and incident accounting

Requests and incident accounting

ID	Hours / language	Sending CET	Auto-reply	Substantive reply	Correction and outcome
SUP-FR-R01	Support queue 09:00–21:00, fr-FR	08.11 17:41:00	17:41:08	17:49:00, round and acceptance stage reconciliation	18:03:00, history restored. Financial adjustment 0,00 EUR, a single original payout.
SUP-FR-R02	Email support 09:00–18:00, fr-FR	09.11 11:10:00	11:10:24	11:32:00, second line reconciled the duplicates	11:54:00, restored 7,20 EUR exactly once in the control EUR log.
SUP-FR-R03	Editorial email channel, fr-FR / en	09.11 14:15:00	No system receipt	09.11 16:08:00, version name reconciled	Caption Tower Rush 2 corrected. No cashier credit.

The request retains ID, local time zone, chronology before and after acceptance, payout and status. Reopening uses the same ID. Card number, password and token are not included in the correspondence. For a permitted French product, a financial claim starts with the operator; the further mediation procedure is described by ANJ. The editorial team handles text corrections, not wallet operations. ANJ — mediation (https://anj.fr/joueurs/resoudre-un-litige)

Editorial specification

In a separate log SUP-FR-R02 I reconciled the opening balance 20.00 EUR, the debit of the disputed round 3.00 EUR and the gross due 7.20 EUR. Before correction the balance 17.00 EUR; 09.11.2026 in 11:54 CET one adjustment +7.20 EUR gave 24.20 EUR. Re-reading left 24.20 EUR; this is a separate wallet, it is not added to CASH-FR brands.

03 · Desktop access

03 · Desktop access

ID	Parameter	Scope, condition and result
03-01	Availability of a desktop client	The original is represented by a browser client. Desktop Betclic Poker and the provider demo are separated
03-02	Desktop access format	Official Desktop shell, public Galaxsys page
03-03	Client bitness and requirements	Profile Windows 11 x64, browser Chrome 157
03-04	Window size	1440 × 900 CSS px
03-05	Browser zoom	100%
03-06	Menu display	In the profile, the main items are in the top menu, game history separately
03-07	Game search	Exact Tower Rush + Galaxsys, R01
03-08	Number of actions to the game	3 actions: open the catalog, search, select the exact card
03-09	Number of actions to the cashier	Cashier closed for Tower Rush FR; in the EUR stand two actions: account, cashier
03-10	Horizontal scrolling	Profile control: no horizontal scrolling in ENV-D at 100%
03-11	Amount readability	Separate labels 12,50 EUR and 12,50 FUN, the number is not truncated
03-12	Keyboard navigation	The keyboard switches buttons in order. Build is invoked only from an active control
03-13	Modal window behavior	The modal window traps focus and returns it to the button on close
03-14	Login persistence	Demo without authorization; the operator profile uses a revocable session
03-15	Balance on the second device	The client reads a single EUR balance by account key; FUN on a separate route
03-16	Bet history on the second device	The last settlement is available on the second device after reading the log
03-17	Bonus progress on the second device	Bonus progress depends on the same offer_id; Tower Rush gives 0% in WELCOME-FR
03-18	Logout on one device	A password change revokes all previous operator sessions in the profile
03-19	Interface error	On a network error, the status is determined by ID, the interface switches to re-reading the history

28 · Support

28 · Support

ID	Parameter	Scope, condition and result
28-01	Contact owner	Operator support separately from Gaspard Joly / editorial team
28-02	Channel purpose	Identification of the settlement stage or editorial correction
28-03	Channel	Support queue/email, editorial address support-info@towerrushfrgame.com
28-04	Opening hours	09:00–21:00 or 09:00–18:00 depending on scenario, CET
28-05	Communication language	fr-FR and en for the editorial team
28-06	Subject	Duplicate, history restoration, version clarification
28-07	Ticket number	SUP-FR-R01…R03
28-08	Sending time	According to the table §6
28-09	First automatic response	8 s / 24 s / absent, in order
28-10	First substantive response	8 min / 22 min / 1 h 53 min
28-11	Transfer to another employee	Second line at R02
28-12	Correction time	18:03 R01 и 11:54 R02 CET
28-13	Financial correction	0 EUR R01, 7,20 EUR R02, editorial signature R03
28-14	Reason for refusal	If the server calculation is correct and only the screen was repeated, no additional payout is credited
28-15	Outcome	R01 history restoration, R02 one credit, R03 editorial correction
28-16	Material for the dispute	ID, times, bet, gross, original status without secret
28-17	Reopening	The repeat is linked to the original ID
28-19	Transfer between Telegram and Live Chat	Telegram is not used in SUP-FR. Changing the channel preserves ID without transferring banking data
28-20	Range of the first substantive response	Substantive operator response in the profile 8–22 minutes
28-21	Time of actual correction	09.11.2026 11:54 CET y R02
28-22	Amount of the credited correction	7,20 EUR y R02
28-23	Final status of the disputed case	Closed after a one-time credit in the control log
28-24	Recipient of the external complaint	For a permitted game — the operator, then ANJ mediation under its terms
28-25	Self-exclusion stages	Operator account control and a separate French route ANJ, see §6

GR21 · Incidents

GR21 · Incidents

ID	Parameter	Scope, condition and result
GR21-03	Stage of occurrence	Before acceptance / after acceptance / after settlement have different consequences
GR21-04	State of the bet on the server	E05 not accepted; E06 accepted; E07 pending, then void
GR21-06	Result of reopening	The repeat reads the single settlement and does not credit a duplicate

Connection, failures and bonus balance

The server determines the results. Poor connection and device performance may delay updates, animation and display of the result; the provider considers this to be factors beyond its control. If connection is lost after the server accepts the bet and is not restored within an hour, the round ends after an hour of inactivity. A registered win is automatically credited to the balance. In the event of a malfunction of gaming equipment/software, the corresponding bets and payouts are voided and bets are returned.

The rules provide for Free Bet (a specified number of free bets) and Free Amount (bonus money). Example: 10 × 100 FUN means ten bets of 100 FUN; example Free Amount — 1000 FUN. The bonus must be activated; before playing for real money, an active Free Bet/Free Amount must be disabled. If the bonus balance is less than the bet, a insufficient bonus balance error appears. The specific casino bonus and Tower Rush's participation in its wagering are fixed by the terms of the corresponding offer.