If a withdrawal is delayed, a bonus is removed, or an account is restricted, good records can make it easier to explain what happened. Screenshots and saved documents do not guarantee a particular outcome, but they help you show the sequence of events and the terms you saw when you acted.

For players in Norway, it is especially important to understand who operates a gambling service and which rules may apply. Norway has no commercial land-based casinos, and its gambling system is based largely on exclusive rights rather than the open licensing model used in some other markets. The national regulator, Lotteri- og stiftelsestilsynet, publishes information at lottstift.no. Norsk Tipping operates state-authorized games, while Norsk Rikstoto's role is horse-race betting. A foreign online casino is not automatically covered by the same arrangements simply because it accepts Norwegian players or displays Norwegian-language pages.

As online play has grown, many people research operators, bonuses, and payment methods before signing up. That research-first approach is useful, but comparison pages are not regulators. For example, CasinoCenter (casinocenter.com) and the comparison guide at kongebonus.com can be starting points for research; check important claims directly with the operator and relevant official sources before depositing.

Start a Record Before There Is a Dispute

Evidence is most useful when it is created at the time of the relevant event. A screenshot taken weeks later may show that a page has changed, but it may not establish what you saw when you accepted a promotion or placed a bet. Make a simple folder for each operator, and save dated records as you go.

- **Use clear filenames:** include the date, operator, and subject, such as 2026-11-24-operator-bonus-terms.png.
- **Keep original files:** do not crop or annotate your only copy. If you need to highlight details, save a separate marked-up version.
- **Record the time zone:** note whether the time shown is local time, UTC, or the operator's server time.
- **Save source details:** keep the webpage URL and, where possible, a PDF or downloaded copy alongside the screenshot.
- **Back up securely:** store copies somewhere you can access if your account or device becomes unavailable.

Do not collect or share more sensitive information than necessary. Before sending evidence to support, a bank, or an adviser, consider obscuring unrelated card digits, account balances, addresses, and other people's personal details. Keep an unedited original in your private records.

The Essential Evidence Checklist

Evidence to save What it can help establish Useful details to include Terms and conditions The rules presented for a promotion, account, or withdrawal Full text, URL, date, version, and relevant clause Transaction history Deposits, withdrawals, fees, reversals, and balances Amount, currency, status, reference number, date, and payment method Support chats and emails What you asked, what the operator answered, and when Full conversation, agent name or ID, case number, and timestamps Account and game records Account actions, bet outcomes, or disputed activity Game or bet ID, round time, stake, outcome, and account status Identity and verification requests What documents were requested and whether they were submitted Request date, submission confirmation, and any stated deadline

Save the Terms and Conditions That Applied

Terms and conditions can change. If your dispute concerns a bonus, a withdrawal limit, a verification requirement, or account closure, save the relevant terms as close as possible to the time you accepted them or took the action in question. Capture the full page where practical, not just a cropped sentence.

For bonuses and promotions

Save the promotion page and the applicable terms and conditions. Look for the offer's start and end dates, eligibility rules, minimum deposit, wagering requirements, maximum bet while wagering, restricted games, withdrawal caps, and any rules about opting in. Keep proof that you activated the offer, such as a confirmation message or account-history entry. If the promotion was shown in an email or app notification, save that too.

For account or withdrawal disputes

Keep the terms covering identity checks, permitted payment methods, withdrawal processing, dormant accounts, and account restrictions. If a rule is unclear, save the page and ask support to explain the specific clause in writing. Avoid relying only on a summary on a comparison site: the operator's own terms and relevant official guidance matter more when assessing what applied.

Keep a Complete Transaction History

A transaction history is one of the most useful records in a payment dispute. Save the operator's account history showing deposits, withdrawals, reversals, fees, and transaction statuses. If a withdrawal is marked "processed" but has not appeared in your bank account, capture both the casino entry and the corresponding bank or payment-service record.

- Record the amount and currency, including any conversion shown by your bank or payment provider.
- Save transaction IDs, payment references, and the payment method used.
- Capture the status and date each time it changes, such as pending, approved, rejected, or reversed.
- Keep receipts, bank statements, e-wallet records, or card notifications that relate to the transaction.
- Note any gap between the operator's stated processing time and the date the funds arrived—or failed to arrive.

Do not assume that a deposit appearing on your bank statement proves what happened inside the casino account. Keep both sides of the record where possible. For a card payment, for instance, preserve the bank entry and the operator's transaction entry, then match norsk rikstoto them using the date, amount, and reference.

Save Support Chats in Full

Support chats can contain important explanations, requests, and promises. Save the entire conversation, including your initial question, the operator's replies, timestamps, and any case or ticket number. If the chat window offers a download or email option, use it. Otherwise, take overlapping screenshots so no message is cut off. A single screenshot of the final answer may omit the question that gave it context.

After a chat, send a short email or use the operator's contact form to confirm the key points: what happened, what support said, and what resolution you are requesting. Keep the sent message and any

automatic confirmation. If support gives a deadline or asks for documents, record it and save proof of what you submitted.



Stay factual and calm. A clear timeline is more useful than repeated messages or personal accusations. Do not send passwords, one-time security codes, or full card details in a chat. Use the operator's stated secure process for identity documents, and retain confirmation of submission without keeping unnecessary copies in an insecure location.

Capture Account, Game, and Verification Details

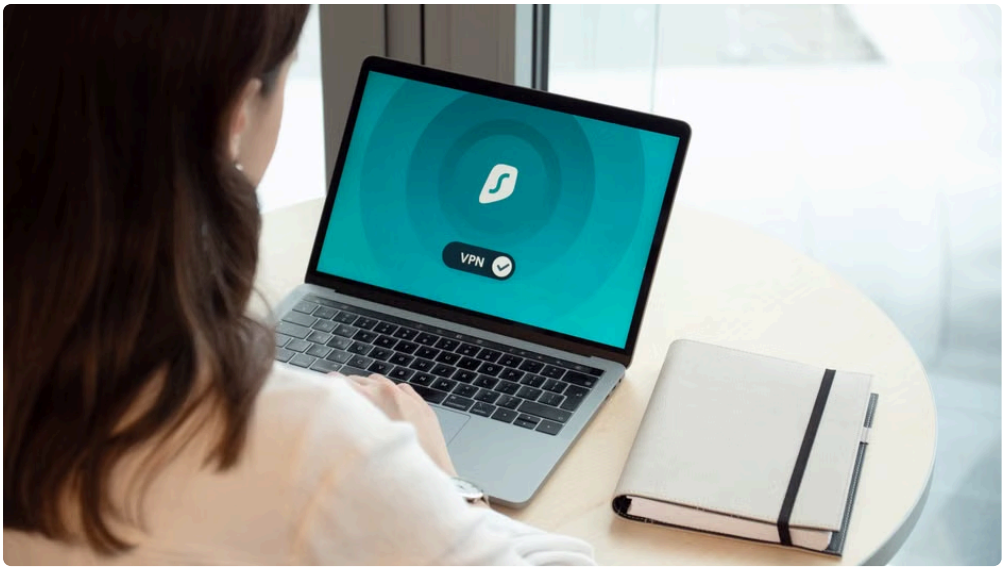
If you are disputing a result or account action, save the screen that shows the relevant game or bet, including the title, round or bet ID, stake, outcome, and time. Capture any error message and the account balance before and after the event if it is visible. If the operator provides a downloadable game or account history, save that too.

For verification disputes, preserve the exact request, the date it arrived, the deadline given, and the documents you submitted. Save upload confirmations or ticket replies. If a document was rejected, keep the rejection message and its stated reason. Do not alter identity documents to make them appear different; if you need to protect information when sharing a copy for advice, ask the recipient what redactions are acceptable.

Also save account notices about limits, suspension, closure, or changes to access. Record whether you could still log in, view your balance, or request a withdrawal. If you suspect unauthorized access, change your password through the official site, secure your email account, and note when you contacted the operator.

Build a Simple, Factual Timeline

Files are easier to use when they are organized around a timeline. Write a short note listing what happened, in order. Include dates, times, amounts, relevant terms, and the operator's responses. Distinguish what you personally observed from what support told you. If a time is approximate, say so rather than presenting it as exact.



1. State the issue in one sentence, such as “withdrawal requested, then declined.”
2. List the key events and attach a filename or link to each piece of evidence.
3. Identify the outcome you are asking for, such as an explanation, correction, or payment review.
4. Keep a copy of every complaint and response, including dates sent and received.

A concise chronology helps a reviewer follow the matter without searching through dozens of unlabelled images. It can also reveal missing records, such as a lack of confirmation after an important support conversation.

Norway: Check the Operator and the Route for Help

Norway’s exclusive-rights model differs from open licensing markets where multiple commercial operators may hold local licences. Norsk Tipping and Norsk Rikstoto have distinct roles within Norway’s regulated system; a foreign online casino should not be assumed to have the same status or complaint route. Check the operator’s identity, the entity named in its terms, and any licensing claims directly rather than relying on logos or advertising.

Lotteri- og stiftelsestilsynet is an important official source for information about Norway’s gambling framework. Visit lottstift.no for regulator information and guidance relevant to Norwegian players. A regulator’s website can help you understand the rules and whether a concern is within its remit, but it may not resolve an individual payment dispute. Follow the complaint instructions that apply to the operator and jurisdiction involved.

When researching online, comparison guides such as kongebonus.com or sites such as CasinoCenter can help you identify questions to ask about payment methods, terms and conditions, and operator details. Treat rankings and promotional descriptions as secondary information. Confirm material facts on official regulator pages and the operator’s own current documents.

Before You Submit Your Evidence

- Make sure screenshots show enough context to identify the page, account section, or conversation.
- Check that dates, amounts, currency, and transaction references are legible.
- Keep originals and submit copies unless an original is specifically required.
- Use a secure channel and redact unrelated sensitive details where appropriate.

- Ask for a written explanation and retain the case number for follow-up.

Evidence is most persuasive when it is authentic, organized, and directly connected to the issue. Save the terms and conditions, transaction history, support chats, and account records as events happen. Then present a short timeline with relevant attachments. This practical record-keeping will not decide who is right, but it can help you explain your case clearly and make the next step—whether with the operator, a payment provider, or an appropriate authority—more informed.