



Customer support



6 November

I need an agent

08:22 ✓✓

Assistant

BOT

You're now connecting with live support for personalized assistance. Just give me a moment to find a great agent for you. Thank you!



08:22

Selecting an operator!

Helena

Greetings from 1xBet Support Team! How may I help you?

08:22

Helena

Hello, dear user. My name is Helena and I will try to help you as soon as possible 😊

08:22

check my bet slip [72405864653](#)

08:23 ✓✓

team 1 and team 2 were swapped
from their official arrangement

08:24 ✓✓

Viking TIF was Team 1 when I was
making the bet but after betting I
noticed Brusno has been moved
from Team 2 to Team 1 contrary to
official setting

08:26 ✓✓

05.11.2025 (17:38)

Single № 72405864653

Odds: 5.5

Stake: 8000 ₺

Status: - **Lost**

 Volleyball. CEV Challenge Cup. Women

05.11.2025 (19:00)

Brusno
(Women)



3 : 1



Viking TIF
(Women)

3:1(25:13,25:23,21:25,25:19)

1X2. W2 5.5



Status: - **Lost**

1xbet swapping

08:27 ✓✓



← **Statistics**

Volleyball. CEV Challenge Cup. Women

Viking TIF (Women)  **1 : 3**  Brusno (Women)

05.11.2025 (19:00)

Score, standings

Set	1	2	3	4	Result
 Viking TIF (Women)	13	23	25	1'	1
 Brusno (Women)	25	25	21	2'	3

official

08:27 ✓✓

Helena

Hold on, please  I will check the information regarding your question.

08:29

both screenshot are from the 1xbet app.

08:29 ✓✓

ok, waiting

08:29



Helena

Dear Timeyin, thank you for your patience ❤️ You placed a bet on the event "Brusno (Women) - Viking TIF (Women)" on the outcome "W2".

According to our information, the result of the match is 3:1 (25:13,25:23,21:25,25:19). Thus, the bet lost.



08:38

No, it was Viking TIF (Women) - Brusno (Women) when i placed the bet. My second screenshot is the evidence

08:40 ✓✓



Statistics

Volleyball. CEV Challenge Cup. Women

Viking TIF (Women)  **1 : 3**  Brusno (Women)

05.11.2025 (19:00)

Score, standings

Set	1	2	3	4	Result*
 Viking TIF (Women)	13	23	25	1'	▼
 Brusno					

6 November



Statistics

Volleyball. CEV Challenge Cup. Women

Viking TIF
(Women)



1 : 3



Brusno
(Women)

05.11.2025 (19:00)

Score, standings

Set	1	2	3	4	Result
 Viking TIF (Women)	13	23	25	1'	1
 Vik Pirane (Women)	25	25	21	2'	3

clearly here, Brusno is Team 2. this is the arrangement when I placed the bet and it still is. you can confirm this

08:43 ✓✓

Helena

Dear Timeyin, the bets are accepted on teams that are displayed on the page of any given event. If an event is displayed as Team 1 - Team 2, then a bet on "W1" is considered to be a bet on "Team 1". We recommend being more careful placing bets in the future.

