

Spinzwin UK Online Casino Email Support Test

How fast and reliable is email support from [Spinzwin UK Online Casino](#)?

That's what we hoped to answer in our UK online casino email support test.

We tested [Spinzwin UK Online Casino](#)'s email support by sending different questions on various times of the day across weeks to determine:

1. How frequently did [Spinzwin UK Online Casino](#) respond to our emails?
2. How fast did [Spinzwin UK Online Casino](#) answer our questions?

By measuring responsiveness and speed of email support, we can find an average response rate and response time for [Spinzwin UK Online Casino](#). Once we have these averages for [Spinzwin UK Online Casino](#), we compare those with other UK online casinos to determine how good or bad [Spinzwin UK Online Casino](#)'s email support is in the United Kingdom.

These tests were conducted by Great.com.

Spinzwin UK Online Casino Email Support Test Results

Total Responses:	2
Average Email Response Rate:	40%
Average Email Response Time:	16 minutes
Email Response Stars:	1
Email Response Time Stars:	3
Email Support Stars:	4
Email Support Rank:	15

Average time to get a response from Spinzwin Casino:

16 minutes

Email Test #1

Unfortunately, Spinzwin UK Online Casino did not respond to our first question. We will update when we have a chance to retest.

Email Test #2

Question: What's your first deposit bonus and what are the requirements?

Time Sent: 03-22-2023 06:25:30

Spinzwin UK Online
Casino Response:

Yes, on the sport it is available once and the wagering is as follows. The winnings from your free bet (stake not returned) are your bonus funds, which you need to wager (bet) 1 time. Wagering occurs from real balance first. The wagering requirement is calculated on bonus bets only. Just remember to check the expiry date of your free bet so you can complete your wagering while your free bet is still active. For full details, be sure to have a look at the terms of the promotion. For casino it is also available once, wagering as follows. The Bonus Funds will be converted to real money only after wagering the sum of the initial bonus (the "Requirement"), 50 (fifty) times unless stated otherwise. Wagering occurs from real balance first. The wagering requirement is calculated on bonus bets only. If you do not complete the necessary wagering, the bonus funds are removed from your balance in full and are not converted into real money. When your bonus funds are converted into real money, this is capped at a sum equal to 3 times the initial bonus amount received, unless stated otherwise. Any excess bonus funds are not converted and are removed from your bonus balance.

Time Received: 03-22-2023 06:32:35

Response Time: 7 minutes

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Email Test #3

Unfortunately, Spinzwin UK Online Casino did not respond to our first question. We will update when we have a chance to retest.

Email Test #4

Unfortunately, Spinzwin UK Online Casino did not respond to our first question. We will update when we have a chance to retest.

Email Test #5

Question: What is the customer support phone number and when is it available?

Time Sent: 03-22-2023 05:57:55

Spinzwin UK Online
Casino Response:

We currently do not offer support via phone, feel
free to contact us on live chat available 24/7.

Time Received:

03-22-2023 06:23:35

Response Time:

26 minutes

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