

This template is provided for convenience and does not constitute legal advice. We recommend reviewing it to ensure it complies with your local laws.

TERMS AND CONDITIONS (T&C)

Last Updated: **[DATE]**

I. Operator: **YOUR NAME**, with registered office at **YOUR ADDRESS**, registered in the Trade Register under ID No. (identification number) **[YOUR ID NUMBER]** (hereinafter referred to as the "Seller").

II. Service: Includes the electronically provided service supplied by the Service Provider to the User via the Website. This service is operated at the internet address **YOUR ADDRESS**.

III. User: Any visitor or registered player who uses the services of **YOUR ADDRESS** and is eligible to enter into legally binding contracts under the laws of their jurisdiction.

IV. Coins: A virtual currency with **no real financial value**, usable exclusively within **YOUR DOMAIN** for the purchase of virtual items (which also have no real financial value), opening Cases, and participating in Case Battles.

V. Case (Chest/Box): A "Case" is a digital random reward that provides the User with a virtual item from a pre-published list of items with pre-known odds of obtaining individual items. Opening a Case occurs in exchange for coins, and the result is generated immediately after the animation plays, without the possibility of return or refund.

VI. Case Battle: A competitive mode in which two to four Users open a set of Cases for coins; the User with the highest total value of items unboxed wins the items of all other players. These items are subsequently credited to their web inventory and can be sent to the game as a virtual item at any time.

VII. Game Store: A section of the Service allowing the purchase of virtual items for coins, which are immediately delivered to the selected game server via a linked game account upon payment. All purchases are final, non-refundable, and cannot be claimed due to an incorrect server selection or User error.

II. General Provisions

I. By using the Service, Users:

- A. Confirm that they have read and agree to these Terms.

- B. Agree to abide by all rules, policies, systems, and mechanics of individual features and competitive modes available on **YOUR DOMAIN**.
- C. Confirm that they have the capacity and authority to accept these Terms.

The User expressly agrees that the delivery of digital content shall take place immediately after payment and acknowledges that they thereby lose the right to withdraw from the contract within the statutory 14-day period.

YOUR DOMAIN reserves the right to introduce additional rules, policies, or mechanics, which are hereby incorporated into the Terms by reference. If the User decides to use the Service, they are obliged to comply with these rules. Users who do not agree with the Terms must not use the Service.

YOUR DOMAIN further reserves the right to modify or change these Terms at any time without prior notice to Users. In the event of changes, the date of the last modification will be updated, and changes become effective upon publication. In the case of significant changes, Users will be informed via a notification on the website or by email sent to the registered address. Continued use of the Service after changes are made constitutes the User's agreement to the revised wording of the Terms. If the User does not agree with the changes, their only option is to stop using the Service. Any violation of these Terms may lead to the immediate termination of the User's authorization to use **YOUR DOMAIN**.

III. Service Limitations

I. Age By accessing and using the Service, including our websites and all available functions (e.g., Game Store, Cases, Case Battle, Inventory), the User confirms that they meet the minimum age limit required by the laws of their jurisdiction to enter into legally binding contracts. The **YOUR DOMAIN** service is intended only for persons over 18 years of age, or older according to the laws of the country from which the User accesses the Service. If the User does not meet the required age limit, they must not use the Service. In the event that we discover or reasonably believe that a User is under the allowed age, we reserve the right to immediately block and remove their account. The User is responsible for verifying that they meet the age requirement before using our services.

II. Third-Party Sales (RMT) Transfers of any items, rewards, virtual currencies, digital goods, or other virtual property between user accounts within **YOUR DOMAIN** and the **YOUR ADDRESS** game server are permitted only in accordance with the platform's rules. Users may not perform any unauthorized or circumvented transfers, specifically:

- Sale of Coins.
- Sale of items from the inventory.
- Sale of in-game advantages, zones, or other digital products.
- Sale of items obtained from Cases or Case Battles.

YOUR DOMAIN reserves the right to monitor and control transfers to maintain the fairness and security of the platform. Violation of this rule may lead to the confiscation of items, account suspension, or permanent termination.

III. No Balance Withdrawing The User is informed that any funds held on their account within the Service — specifically: Coins, virtual items, and digital goods — **cannot be transferred, withdrawn, or exchanged for real money** or any actual currency. The balance serves exclusively for use within **YOUR DOMAIN**. Any attempt to transfer or withdraw the balance outside the platform is strictly prohibited and may lead to immediate account suspension and forfeiture of the balance.

IV. Deposit Restrictions Users must not make payments or top up their account using: illegal financial sources, fraudulent activities, funds obtained through criminal activity, methods violating applicable laws (e.g., money laundering), or unauthorized/stolen payment details. **YOUR DOMAIN** applies zero tolerance to any misuse of payment methods. In the case of a suspicious payment, we reserve the right to: withhold the payment, suspend or block the account, request additional identity verification (KYC), report the incident to relevant authorities, and remove obtained benefits or items.

IV. Technical Requirements

Using the **YOUR DOMAIN** service requires the User to have appropriate technical equipment and device settings.

I. Web Browser For the proper functioning of the website, the User must have:

- A. A computer or mobile device with internet access.
- B. An up-to-date version of one of the supported web browsers: Google Chrome, Mozilla Firefox, Opera, or Microsoft Edge.
- C. A minimum screen resolution of 1024 × 768 or higher.
- D. Cookies enabled in the browser (necessary for login and saving game data). Using outdated browsers may cause errors, visual discrepancies, or prevent the use of certain functions.

II. Internet Connection

- A. A stable internet connection with a minimum speed of 50 Mbps is recommended. Insufficiently stable or slow connections may cause: stuttering of case animations, delays in processing purchases, failures in inventory synchronization, or errors in communication with the server. **YOUR DOMAIN** bears no responsibility for problems caused by the User's poor internet connection.

V. Virtual Wallet

The **YOUR DOMAIN** service provides Users with a virtual wallet function that allows them to hold and manage digital currencies and credits within the platform.

The User acknowledges and agrees that **any virtual currencies or credits stored in the virtual wallet have no real financial value** and cannot be exchanged, withdrawn, or transferred for real money. The User expressly agrees that the delivery of digital content occurs immediately after payment and acknowledges that they thereby lose the right to withdraw from the contract within the 14-day period.

The virtual wallet serves exclusively for using **YOUR DOMAIN** services. The User agrees that any value of virtual currencies is merely functional, resulting from their use inside the Service, and cannot be considered an investment or asset.

VI. Purchases and Prices

I. Refunds and Chargebacks All transactions performed within the **YOUR DOMAIN** service are **final, binding, and non-refundable**. Upon completion of a purchase, no refunds, exchanges, or cancellations can be requested. **Filing a chargeback or initiating a dispute with a payment provider is strictly prohibited**. If a User initiates a chargeback or dispute unjustifiably, **YOUR ADDRESS** reserves the right to: suspend or permanently block the User account, remove obtained virtual items and balances, take legal action to recover damages, and share information with payment gateways to prevent future misuse.

II. Price Changes Prices of all products, services, virtual items, coins, cases, or other digital items may change at any time without prior notice. The current price listed on the website at the time of purchase is valid and binding.

VII. AML (Anti-Money Laundering)

I. YOUR DOMAIN is fully committed to preventing its services from being used for money laundering or financing illegal activities. To this end, the Operator has introduced an AML program, which includes:

- A. Internal guidelines and control mechanisms.
 - B. Training of authorized persons.
 - C. Conducting Customer Due Diligence (CDD) when necessary.
 - D. Reporting suspicious transactions to relevant authorities.
 - E. A risk-based approach to transaction monitoring.
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VIII. KYC (Know Your Customer)

I. In cases where User behavior, transaction history, or selected payment method raises legitimate suspicion, **YOUR DOMAIN** reserves the right to perform User verification (KYC). This may be required especially in cases of suspected fraud, use of third-party payment methods, repeated chargebacks, or unusual behavior.

II. Depending on the situation, **YOUR DOMAIN** may request: Name and surname, ID number, photo or scan of ID, a "selfie" with the ID, or a photo of the payment card with sensitive data masked.

III. Transaction Restrictions during Verification During the KYC process, **YOUR DOMAIN** reserves the right to suspend account functions, limit the use of coins, or block the sending of items to the game until verification is complete.

IV. Data Processing **YOUR DOMAIN** does not store photos or copies of documents permanently. Any material provided is used for one-time verification and is permanently deleted upon completion.

IX. Disputes and User Liability

I. Missclick Users are obliged to pay maximum attention when using the Service. A "Missclick" (unintentional click/selection) is the sole responsibility of the User. **YOUR DOMAIN** is not liable for consequences of unintentional actions (unwanted purchase, opening a chest, etc.).

II. Internet Connection Issues The User is responsible for having a stable connection. **YOUR DOMAIN** is not liable for data loss, lag, or failed actions caused by the User's connection.

III. Unauthorized Access The User is solely responsible for protecting their login credentials. **YOUR DOMAIN** is not liable for loss of coins/items due to third-party access to the account.

IV. Visual Errors Minor graphic discrepancies may occur. The User acknowledges that a **visual error is not grounds for a refund**. The text information and official results stored on the server are always considered binding, not the visual animation.

V. Delivery API Users are responsible for verifying the correct game server, linked account, and delivery details. Errors caused by incorrect data entry are fully the responsibility of the User.

X. Account Limitation

Any attempt to misuse, circumvent, or manipulate the **YOUR DOMAIN** system is strictly prohibited. Violations include: using exploits/bugs, intentional manipulation of results, using cheats/bots, multi-account abuse, and unauthorized trading (scamming).

YOUR ADDRESS reserves the right to temporarily suspend or permanently block accounts and confiscate illegitimate gains in case of violation.

XI. Service and Maintenance

YOUR DOMAIN may perform regular maintenance. Users acknowledge that immediate emergency maintenance may occur without notice. Planned downtimes will be announced via official channels (e.g., Discord) where possible.

XII. Trademarks

All trademarks, logos, and service marks on the platform are the intellectual property of their respective owners. Users may not use them without prior written consent.

XIII. Out-of-Court Dispute Resolution

- A. The Buyer is not entitled to resell goods to other persons.

- B. The Seller is not bound by any codes of conduct within the meaning of local consumer protection laws.
 - C. The competent authority for the out-of-court settlement of consumer disputes arising from the purchase contract is the **[NAME OF LOCAL TRADE INSPECTION OR CONSUMER AUTHORITY]** (e.g., AAA in the USA, Trading Standards in the UK).
 - D. The Buyer hereby assumes the risk of a change in circumstances within the meaning of applicable local laws.
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XIV. Final Provisions

- A. If the relationship established by the purchase contract contains an international (foreign) element, the parties agree that the relationship is governed by **YOUR COUNTRY law**. This does not affect the consumer's rights arising from generally binding legal regulations.
 - B. If any provision of the Terms is invalid or ineffective, a provision whose meaning is as close as possible to the invalid provision shall replace it. The invalidity of one provision does not affect the validity of the others.
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XV. Customer Support

- A. In case of problems with the use of **YOUR DOMAIN** services, the User may contact support via the email address: **YOUR DOMAIN** or via Discord.
 - B. The Buyer/User is obliged to always provide accurate, complete, and truthful information and to express themselves in polite language. In case of failure to comply with these conditions, support may not be provided.
 - C. The Provider is not obliged to answer questions unrelated to the provided goods or services.
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XVI. Personal Data Protection (GDPR)

- A. The **YOUR DOMAIN** game server and its provider are obliged to provide information on the protection of personal data in accordance with the General Data Protection Regulation (GDPR) of the European Union.
- B. All information regarding Article A can be found at **YOUR DOMAIN** (or the relevant Privacy Policy section).
- C. The Buyer acknowledges that they are obliged to state their personal data correctly and truthfully and to inform the Seller of any changes without undue delay.
- D. The Buyer confirms that the personal data provided is accurate and that they have been instructed that this is a voluntary provision of personal data.

These Terms and Conditions are valid from November 27, 2025.