Refund Policy

Fair Play in the Galactic Marketplace

Last Updated: November, 25, 2024

This Refund Policy outlines the conditions and processes for requesting refunds for purchases made in Cosmo Crafter.
By making a purchase, you agree to the terms of this policy.

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1. Eligible Refunds

1.1 Digital Purchases

- Refunds for in-game items, virtual currency (“Credits”), or subscriptions are generally **non-refundable** except in the following cases:
  - Unauthorized or fraudulent transactions.
  - Technical errors resulting in undelivered purchases.
  - Legal requirements in your jurisdiction that mandate refunds under specific conditions.

1.2 Subscriptions

- Refunds for active subscriptions are only available if:
  - You cancel within the **cooling-off period** as required by applicable laws (e.g., 14 days in the EU).
  - A technical issue caused the subscription to be inaccessible for a significant portion of the billing period.

1.3 Pre-Orders

- Pre-orders for upcoming features or expansions may be refunded if canceled prior to the release of the purchased content.

2. Non-Refundable Purchases

2.1 Used or Consumed Content

- Refunds are not granted for virtual items or Credits that have been partially or fully used in the game.

2.2 Special Offers and Promotions

- Items or Credits purchased during special promotions or sales are not eligible for refunds.

2.3 User Errors

- Refunds are not available for accidental purchases, incorrect selections, or buyer’s remorse.

3. Refund Request Process

3.1 How to Request a Refund

- To request a refund, contact our support team at **joao[at]cosmocrafter.net** with the following details:
  - Proof of purchase (e.g., transaction receipt).
  - Description of the issue and reason for the refund request.
  - Your in-game username or account information.

3.2 Response Time

- Refund requests will be reviewed within **5-10 business days**, and you will be notified of the outcome via email (remember to check your spam folder).

3.3 Refund Method

- Approved refunds will be issued to the original payment method. Processing times may vary depending on your financial institution.

3.4 Third-Party Purchases

- If you purchased through a third-party platform (e.g., Apple App Store, Google Play, Steam), you must follow their refund process, as we are unable to issue refunds directly for such transactions.

4. Chargebacks and Disputes

4.1 Unauthorized Chargebacks

- If a chargeback is initiated without a valid reason, your account may be subject to suspension or termination.

4.2 Resolution Before Chargebacks

- We encourage you to contact us to resolve issues before initiating a chargeback. Most issues can be resolved quickly and amicably.

5. Exclusions and Exceptions

5.1 Force Majeure

- Refunds are not granted for disruptions caused by factors outside of our control, such as internet outages or server downtime due to natural disasters or external attacks.

5.2 Beta Features

- Purchases of items or features marked as “Beta” or “Experimental” are made at your own risk and are non-refundable.

6. Legal Compliance

6.1 Consumer Rights

- This Refund Policy does not override any statutory rights you may have as a consumer under applicable laws.

6.2 Jurisdiction-Specific Provisions

- Refund conditions may vary based on the laws of your jurisdiction. If required, refunds will be processed in compliance with local regulations.

7. Contact Information

If you have questions about this Refund Policy or wish to request a refund, contact us at:

- **Email**: joao[at]cosmocrafter.net