

# 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