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.

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