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.

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