

3. Refund Request Process

3.1 How to Request a Refund

- To request a refund, contact our support team at [joao\[at\]cosmocrafter.net](mailto:joao@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.

Revision #1

Created 24 November 2024 16:05:50 by joaomorais

Updated 24 November 2024 16:06:01 by joaomorais