

# Return policy

Purchases of Game1 coins and in-game currency in Game1 are non-refundable. Game1 does not provide refunds, but will compensate RBK for losses with coins, in-game currency or in-game items at its sole discretion.

## COMPENSATION FOR TECHNICAL PROBLEMS

Game1 supports the operation of the platform and comfortable access for players. However, sometimes there are technical problems that cannot be prevented or prevented. Technical support strives to help players who encounter technical errors as soon as possible.

If you experience technical errors in the game that caused you to suffer losses, please contact Game1 technical support. In the application, describe the problem in detail and attach screenshots related to the technical error. Claims for compensation without supporting information will not be considered. Upon receipt of a claim for compensation, Technical Support will review the request and make a decision at its sole discretion.

Technical Support reviews claims for compensation on a case-by-case basis, so solutions or refunds for similar claims may vary. Except for technical support specialists, no one has the right to appeal the decision on compensation or compensate for the loss of the player.

Technical support does not compensate for losses if it is impossible to confirm that the error is caused by incorrect operation of the game or the server. Players must submit a compensation request within seven days of the occurrence of a technical error. Applications submitted later will not be considered.

Technical support does not compensate for the losses indicated in the list (but not limited to this list):

- If a player requests compensation for theoretical losses or lost profits. Technical support only compensates for lost assets that were in the possession of the player;
- If the losses are caused by technical problems of the player's system (incorrect operation of the computer, Internet connection, etc.) or a system belonging to a third party;
- If a player requests compensation for lost profits due to the suspension of an account on the Game1 platform or in a game on the Game1 platform that was suspended for violations of the rules;
- If the losses are caused by the inactivity of the player's computer.

Duplicate claims for compensation and providing false information to the player's account will be subject to disciplinary action.