

## **refund policy**

1. The goods of the Online Store are Coupons, which are transferred to the Buyer without use of any media via the Internet. This product is purely virtual.
2. The Buyer may refuse to purchase Coupons at any time prior to their purchase crediting to a personal account on the resource <http://sultansgame.com>
3. The buyer has the right to refund from only unused coupons from the personal account <http://sultansgame.com> in the following cases:
  - in case of erroneous payment
  - inability to spend coupons in case of termination of the resource
  - refusal to use the resource, with subsequent blocking of access to it
  - in case of blocking access to the resource
4. The Buyer understands and unconditionally agrees that the used (activated) coupons are non-refundable and waives any financial claims regarding the used coupons.
5. The history of coupon use is stored and always available in the "History" menu in the personal account.
6. The buyer voluntarily agrees that in case of sudden termination of <http://sultansgame.com> used coupons are also non-refundable, and waives any financial claims regarding the used coupons.
7. In the event of one or more cases that give the right to demand a refund (listed in paragraph 3), the Buyer applies to the Seller for help as at least two communication channels, which are listed in the "Contacts" section and describes in detail the situation. Upon receipt of the information, the Seller thoroughly examines the situation and within 30 days is obliged to notify the Buyer of the decision to return or a reasoned refusal to return the money. If the decision to return is positive, the funds will be returned to the Buyer on the details specified by him 5 days from the date of the decision.