

Refunds and withdrawal

Version 2026-10-11

Annex to the Grimveld Terms of Service. The English version is binding.

A Consumer who buys something in the Shop can withdraw from the contract within 14 days without giving a reason. The right has exceptions that depend on what was bought. This annex explains them one by one. Capitalised words mean the same as in the Terms.

1. In short

Purchase	Can you withdraw within 14 days?	What we refund
Item (outfit, mount, aura, title, depot upgrade)	Only until delivery starts. Delivery starts right after payment, because you ask for that at checkout	The full price, if delivery hasn't started
Premium	Yes	The price of each full day of the Premium you bought that hasn't passed yet
Name change, appearance reset	Yes, until the service is performed (at the Character's next login)	The full price
Founder Pack	Yes for its Premium. For its Items only while the founder outfit hasn't been delivered	Premium as above, counted from 29.99 zł. If the founder outfit hasn't been delivered, also 30.00 zł for the pack's Items

2. Why there are exceptions

1. **Items** are digital content. At checkout you state that you want delivery right after payment and that you know you lose the right of withdrawal once it starts. We can't sell an Item without those statements. We confirm them in the email after your purchase (Polish Consumer Rights Act, Art. 38(1)(13)).
2. **Premium** is a 30-day service. At checkout you ask for it to start right after payment. If you withdraw, you pay only for the days that have passed (Art. 35). The right of withdrawal ends only when the whole service has been performed, after 30 days, so in practice you have the full 14 days.
3. **Account services** are performed once, at the Character's next login. At checkout you ask for them to be performed right away and acknowledge that you lose the right of withdrawal once the service has been performed (Art. 38(1)(1)). Until then you can withdraw and get the full price back.
4. **The Founder Pack** combines Premium and Items. We split its price (59.99 zł) into Premium (29.99 zł, the price of 30 days of Premium) and Items (30.00 zł).

3. How we calculate a Premium refund

1. We count the full days left of the Premium you bought at the moment you tell us you are withdrawing. A day that has started counts as used.
2. If you have Premium from several purchases, we treat the earlier ones as used first. If the Premium you bought hasn't started yet, for example because nobody has logged in to the Account in the Game since the purchase, we refund the full price.
3. $\text{Refund} = \text{price} \times \text{full days left} \div 30$, rounded up to the next grosz.

Examples

Situation	Refund
Premium for 29.99 zł. You withdraw with 20 full days left	$29.99 \text{ zł} \times 20 \div 30 = 19.993... \rightarrow \mathbf{20.00 \text{ zł}}$
Premium for 29.99 zł. Nobody has logged in to the Account in the Game since the purchase, so Premium hasn't started	29.99 zł
Premium bought 15 days ago	The 14 days have passed and the statutory right of withdrawal no longer applies. If something doesn't work, make a complaint (Terms, section 11)
Founder Pack for 59.99 zł. You withdraw with 25 full days of Premium left, and the founder outfit is already on the Account	$29.99 \text{ zł} \times 25 \div 30 = 24.991... \rightarrow \mathbf{25.00 \text{ zł}}$
As above, but the founder outfit hasn't been delivered yet	$25.00 \text{ zł} + 30.00 \text{ zł} = \mathbf{55.00 \text{ zł}}$. We also remove the title and the depot upgrade from the Account

4. How to withdraw

1. Send us a withdrawal statement within 14 days of the purchase. It is enough to send it before the deadline.
2. The simplest way: write to support@grimveld.com from your Account's email address and give the order number. You can also send a letter to the address in the form in section 8.
3. You may use the form in section 8, but you don't have to.
4. We confirm by email that we received your statement.

5. Getting your money back

1. We refund without undue delay, and at the latest within 14 days of receiving your statement.
2. The refund goes back where the payment came from: to the card or, for BLIK, to the bank account the payment was made from. You pay no fees.
3. After a withdrawal we remove from the Account whatever the refund covers: the unused Premium days or the Items. You may no longer use them (Art. 34(1a)).

6. Refunds in other situations

1. **Double payment:** if the same order was paid twice, we refund the second payment as soon as we notice it or you tell us.
2. **Nothing delivered, or a defect:** make a complaint (Terms, section 11). If we don't deliver your purchase, we refund it.
3. **Wrongful ban:** we lift it and extend Premium by the time it lasted (Terms, section 8.5).
4. **Grimveld closing:** the Terms, section 13, set out the refunds.
5. **A ban for breaking the rules:** gives no right to a refund (Terms, section 8.4). This doesn't limit the rights in this annex.

7. Disputes with your bank (chargebacks)

1. If something is wrong with a purchase, please write to us first. We can usually sort it out faster than a bank.
2. If your bank or Stripe refunds a purchase to you, we remove from the Account whatever was refunded. Unused Items and Premium days are removed at once. Anything already used, such as a completed name change, is reviewed by a person. We don't ban the Account automatically.

8. Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

- To: Externet Filip Brankiewicz, ul. Kazimierza Kantaka 10/1, 61-812 Poznań, Poland, support@grimveld.com
- I/We(*) hereby give notice that I/we(*) withdraw from my/our(*) contract for the supply of the following digital content(*)/for the provision of the following service(*):
- Order number:
- Concluded on:
- Name of consumer(s):
- Address of consumer(s):
- Account email address:
- Signature of consumer(s) (only if this form is sent on paper):
- Date:

(*) Delete as appropriate.