Refunds and withdrawal

Version 2026-11-25

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

A Consumer who buys Coins, in the Store or the Shop, or buys something with Coins in the Store, 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**
Coins	Yes, for the Coins from that purchase you haven't spent	What you paid for each unspent Coin, in money and in the currency you paid in: 0.10 zł, R$0.14, €0.024 or $0.027
Item (outfit, mount, aura, title, depot upgrade, or a game item such as a backpack)	Only until delivery starts. Delivery starts at once, because you ask for that when buying	The full price in Coins, if delivery hasn't started
Premium	No, once it starts. It starts at once, because you ask for that when buying	Nothing
Name change, appearance reset	Only until the service is performed, which the Store does at once	The full price in Coins, if it hasn't been performed
Founder Pack	Not for its Premium. For its Items only while the founder outfit hasn't been delivered	300 Coins for the pack's Items, if the founder outfit hasn't been delivered

2. Why there are exceptions

1. **Coins** are a store currency, not digital content, so buying them has no exception: within 14 days you can take back every Coin from that purchase you haven't spent. Coins you have spent became Items, Premium or Account services, which follow their own rules below.
2. **Items** are digital content. By pressing Buy you state that you want delivery right away and that you know you lose the right of withdrawal once it starts (terms, section 9.9). We confirm this in the email after your purchase (Polish Consumer Rights Act, Art. 38(1)(13)).
3. **Premium** starts at once. By pressing Buy you ask for it to start right away and acknowledge that you lose the right of withdrawal once it starts. We confirm this in the email after your purchase.
4. **Account services** are performed once, at once, on the Character you are playing. By pressing Buy you ask for that and acknowledge that you lose the right of withdrawal once the service has been

performed (Art. 38(1)(1)).

5. **The Founder Pack** combines Premium and Items. Its Premium follows point 3. Of its price (600 Coins), 300 Coins are for its Items.

3. Which Coins are unspent

1. Coins are spent oldest first. The Coins left from a purchase are your balance when you tell us you are withdrawing, minus the Coins you bought after that purchase, and at most the Coins that purchase gave you.
2. Coins given back for a withdrawn Item or service count as unspent again, for the purchases they were spent from.

Examples

Situation	**Refund**
You bought 600 Coins (60.00 zł) 3 days ago and spent 300 on Premium	300 unspent Coins → **30.00 zł**, and the 300 Coins leave your balance
You bought 300 Coins, then 600 more, and spent 400. You withdraw from the first purchase within its 14 days	The 400 came from the first purchase first, so it has 0 left → **nothing**
As above, but you withdraw from the second purchase within its 14 days	Balance 500, minus 0 bought after it, at most 600 → 500 Coins → **50.00 zł**
You bought Coins 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)

4. How we count unused Premium

1. Premium bought in the Store isn't refunded on withdrawal (point 2.3). The Terms refund unused Premium in two cases: when Grimveld closes for good (section 13) and when you end the contract over a change that significantly and negatively affects Premium (section 12.3).
2. We count the full days left of the Premium you bought on the day that applies. A day that has started counts as used.
3. If you have Premium from several purchases, we treat the earlier ones as used first.
4. Refund = price in Coins × full days left ÷ the days of Premium that purchase gave, rounded up to a whole Coin. When Grimveld closes we pay it in money, 0.10 zł for each Coin, or what was paid for each Coin if it was paid in another currency; otherwise we give the Coins back to your balance.

Examples

Situation	**Refund**
Premium, 120 days for 900 Coins. Grimveld closes with 100 full days of it left	900 × 100 ÷ 120 = 750 Coins → **75.00 zł**

Situation	Refund
Premium, 60 days for 500 Coins, bought 3 days ago. You change your mind	**Nothing**: Premium can't be withdrawn from once it starts
Founder Pack for 600 Coins, bought 3 days ago, and the founder outfit hasn't been delivered yet. You withdraw	**300 Coins** for the Items. We also remove the title and the depot upgrade from the Account; the Premium stays

5. 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 (for Coins) or the purchase number (for something bought with Coins), both in the confirmation email. You can also send a letter to the address in the form in section 9.
3. You may use the form in section 9, but you don't have to.
4. We confirm by email that we received your statement.

6. Getting your refund

1. We refund without undue delay, and at the latest within 14 days of receiving your statement.
2. Money for Coins goes back where the payment came from: to the card or, for BLIK or Pix, to the bank account the payment was made from, in the currency you paid in. You pay no fees.
3. Refunds for something bought with Coins are given in Coins, back to your balance.
4. After a withdrawal we remove from the Account whatever the refund covers: the unspent Coins or the Items. You may no longer use them (Art. 34(1a)).

7. 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: money for Coins, Coins for something bought with Coins.
3. **Wrongful ban**: we lift it, extend Premium by the time it lasted and give back any Coins it forfeited (Terms, section 8.5).
4. **Grimveld closing**: the Terms, section 13, set out the refunds, including unspent Coins.
5. **A ban for breaking the rules**: gives no right to a refund, and a permanent ban forfeits unspent Coins (Terms, section 8.4). This doesn't limit the rights in this annex.

8. 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 of Coins to you, we take those Coins back from your balance, as far as it holds them. Anything already bought with them stays, and buying Coins on the Account is

paused until we have looked at the case. We don't ban the Account automatically.

9. 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(*)/for the purchase of the following Coins(*):
- Order or purchase 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.
