

Grimveld Terms of Service

Version 2026-10-11

These terms set out how you may use Grimveld: the game, the grimveld.com website, your player account and the shop. This English version is binding. A Polish translation is available as a PDF; if the two differ, the English version prevails.

1. Who runs Grimveld

1. Grimveld is run by Externet Filip Brankiewicz, ul. Kazimierza Kantaka 10/1, 61-812 Poznań, Poland, NIP (tax ID) 6731904570, REGON 380090141, a business registered in Poland's Central Register and Information on Economic Activity (CEIDG), "Externet" for short. In these terms we call ourselves "we".
2. Contact about the game, your account, purchases, complaints and withdrawal: email support@grimveld.com, phone +48 451 666 232, postal address as above.
3. For anything about your personal data, write to privacy@grimveld.com.
4. support@grimveld.com is also our point of contact for users and authorities under Articles 11 and 12 of the Digital Services Act (Regulation (EU) 2022/2065). We answer in Polish and English.

2. Definitions

- **Grimveld:** the online game, the grimveld.com website, the launcher, the game client and the shop that we run.
- **Game:** the Grimveld world you connect to with our client.
- **Account:** your player account, created on the website. It holds your characters and purchases.
- **Character:** a hero you play.
- **Shop:** the part of the website where you buy Items, Premium and Account services.
- **Item:** digital content from the Shop attached to your Account, such as an outfit, mount, aura, title or depot upgrade.
- **Premium:** a digital service that gives your Account the perks described in the Shop for a set time.
- **Account service:** a one-off service performed on a Character, such as a name change or an appearance reset.
- **Game rules:** the PvP rules and the bot policy, published at grimveld.com/rules. They form part of these terms.
- **Consumer:** a natural person using Grimveld for purposes outside their trade, business or profession.

3. What we offer

1. Free of charge: the website, pre-registration with a reserved character name, the Grimveld updates list, the Account, the Game, the launcher and the game client.
2. For a price: Items, Premium and Account services in the Shop.
3. The Game is free to play and purchases are optional. Nothing in the Shop gives an advantage in combat: we don't sell stats or best-in-slot gear. Premium opens the premium cities and the lands

around them, as the Shop describes. We don't sell random rewards: you see exactly what you get before you buy.

4. The Grimveld Discord server runs under Discord's terms. Our conduct rules in section 6 apply there too.

4. Technical requirements

1. Website: a current browser (such as Chrome, Firefox, Safari or Edge) with JavaScript and cookies enabled.
2. Game: a computer with Windows 10 or 11 (64-bit), an internet connection, and our launcher and client downloaded from grimveld.com. macOS and Linux aren't supported yet.
3. An email account, where we send messages about your Account and purchases.
4. The launcher checks the game files and downloads updates. The client connects only to our servers. An outdated or modified client may not connect to the Game. The Game doesn't work with other clients, and using them is forbidden (section 6).

5. Account

1. You create an Account on the website by giving an email address and a password and accepting these terms. We then enter into a free contract, for an indefinite period, to run your Account and give you access to the Game.
2. You must be at least 16 to create an Account.
3. Keep your password safe and never share it. You can turn on a login code sent by email. We never ask for your password.
4. A Character name must not be offensive, vulgar or unlawful, must not impersonate Grimveld staff, and must not contain anyone's personal data. We may lock such a name and ask for a new one, free of charge.
5. You can leave at any time: write from your Account's email address to support@grimveld.com or privacy@grimveld.com, and we delete the Account and its Characters. Deletion can't be undone. More than 14 days after a purchase, deleting your Account doesn't refund unused Premium or Items. Within those 14 days you can withdraw from the contract first (section 10).

6. Conduct

1. The Game rules (grimveld.com/rules) apply. Grimveld is an Open PvP world: attacking and killing other players within the PvP rules is part of the Game.
2. In particular, you must not:
 1. use bots, macros or programs that play for you, read or change the Game or the client, or any client other than ours;
 2. deliberately exploit bugs in the Game. Report a bug to support@grimveld.com instead;
 3. attack our servers, try to break in or get around our security;
 4. impersonate Grimveld staff or other players;
 5. buy or sell Accounts, Characters, in-game items or in-game gold for real money or other benefits outside Grimveld;
 6. harass, threaten, use hate speech, spam, or publish other people's personal data;

7. publish unlawful content.
3. Items bought in the Shop can't be transferred to other players or exchanged for money.

7. Player content and moderation

1. You are responsible for what you write in the Game and on the website: chat messages, names, Character descriptions, guild names and messages, notes and other text. It must not be unlawful or break section 6.
2. Anyone, including people without an Account, can report content they believe is unlawful to support@grimveld.com. Players can also use the in-game report. Say where the content is and why you believe it is unlawful, give your name and email address (not needed if you report content related to child sexual abuse), and state that you believe in good faith that the report is accurate and complete. We confirm that we received the report and tell you what we decided.
3. Moderation is done by people: Grimveld staff. The server may flag suspicious behaviour automatically, such as botting, but a person decides every penalty. Nothing is banned automatically.
4. We may remove or hide content, lock a name, mute chat, issue a warning, suspend an Account temporarily, or ban it permanently, including by blocking an IP address.
5. When we restrict your content or Account, we tell you what we did, why, under which rule or law, for how long, and how to appeal. We don't do this for spam or where the law forbids it.
6. Send an appeal to support@grimveld.com within 30 days of our message. We answer within 14 days. Where possible, someone other than the person who imposed the penalty reviews the appeal. A permanent ban on an Account that has bought anything is always checked by two people. You can also use the options in section 16, or go to court.

8. Penalties and bans

1. Penalties are proportionate to the breach: from a warning, through a mute and a temporary suspension, to a permanent ban. The Game rules set the penalties for bots: 7 days for a first offence, 30 days for a second, a permanent ban for a third.
2. Premium keeps running during a temporary suspension.
3. A permanent ban for a serious or repeated breach means we terminate the Account contract for good cause, with immediate effect.
4. A ban imposed for breaking these terms or the Game rules, botting in particular, gives no right to a refund for Premium or Items. This doesn't limit your rights under sections 10 and 11.
5. If a ban turns out to be wrong, we lift it and extend your Premium by the time it lasted.

9. Purchases

1. The Shop sells:
 1. Items: digital content attached to your Account;
 2. Premium: a digital service for a set time, such as 30 days;
 3. Account services: a Character name change and a Character appearance reset;
 4. the Founder Pack: 30 days of Premium plus Items (the founder outfit, the founder title and a small depot upgrade). It is on sale only before launch and for 7 days after, then never again.
2. The Shop shows each item's description, contents, price and delivery time before you buy.

3. You need an Account to buy. Anyone under 18 may buy only with a parent's or legal guardian's consent.
4. Prices are in Polish zloty (PLN) and include VAT. They are final prices: what you see is what you pay, with no extra fees. When we reduce a price, we also show the lowest price of the 30 days before the reduction.
5. How to buy:
 1. choose an item in the Shop;
 2. accept these terms and tick the statements about starting delivery or the service right after payment (their wording depends on the item, section 10);
 3. go to payment and pay.
6. The contract is concluded when your payment is accepted. An order not paid within 60 minutes is cancelled.
7. Payments are handled by Stripe Payments Europe, Ltd. You pay in advance by card (including Apple Pay or Google Pay) or BLIK. We never see your card number.
8. Delivery:
 1. Items and Premium are added to your Account, usually within seconds of payment being confirmed. They appear in the Game at your next login or, if you are playing, within seconds.
 2. An Account service is performed at the Character's next login.
 3. If an Item isn't ready yet (such as the founder outfit before its art is finished), the Shop shows the delivery date before you buy.
 4. If nothing has arrived 24 hours after you paid, write to support@grimveld.com.
9. After a purchase we send a confirmation email. It contains the order number, the price, your statements from point 5, these terms, and the withdrawal annex with the form.
10. Premium:
 1. starts in the Game at your next login or, if you are playing, within seconds of payment; if you already have Premium, the new time is added to the end;
 2. runs continuously, including when you don't play;
 3. gives the perks described in the Shop.
11. On request we issue an invoice. Write to support@grimveld.com with your order number.

10. Withdrawal

1. A Consumer may withdraw from a contract made online within 14 days of making it, without giving a reason, subject to the exceptions below. The details, examples and the form are in the annex "Refunds and withdrawal", which forms part of these terms.
2. **Items:** if at checkout you ask for delivery to start right after payment and acknowledge that you lose the right of withdrawal once it starts, you lose it when delivery starts (Polish Consumer Rights Act, Art. 38(1)(13)).
3. **Premium:** you can withdraw within 14 days. If at checkout you ask for the service to start right after payment, you pay for the Premium days used up to your withdrawal and we refund the rest (Art. 35). The right ends once the service has been fully performed.
4. **Account services:** you can withdraw until the service is performed. If you ask for it to be performed right away, you lose the right once the service has been fully performed (Art. 38(1)(1)).

5. **Founder Pack:** its Premium follows point 3, valued at the price of 30 days of Premium (29.99 zł). Its Items follow point 2.
6. We refund within 14 days of receiving your statement, by the same payment method, at no cost to you. After a withdrawal we remove from your Account whatever the refund covers.

11. Complaints

1. We are responsible for Items, Premium, Account services and the Game conforming to the contract, under the Polish Consumer Rights Act. For Items and Account services this lasts 2 years from delivery; for Premium and the Game, for the whole time they are to be supplied.
2. Send a complaint to support@grimveld.com or by post to the address in section 1. Say which Account and order it concerns, what is wrong, and what you want: bringing it into conformity, a price reduction, or withdrawal from the contract.
3. We answer by email within 14 days. If we don't, the complaint is deemed accepted.
4. We first fix the problem at our cost within a reasonable time, for example by delivering a missing Item or restoring Premium days. If a fix is impossible, fails, or we refuse it, or the problem is serious, you can ask for a price reduction or withdraw from the contract (Art. 43m–43n).
5. We may ask about your computer and connection to check whether the problem lies there. Please help us to a reasonable extent.
6. You can send any other complaint the same way, for example about the Game or our staff.

12. Changes to the Game and downtime

1. Grimveld is a live game. We may change the world, monsters, balance, in-game items and events when needed for: fixing bugs, fairness and game balance, security and fighting cheating, laws or decisions of authorities, technical changes (such as engine, client or server updates), or new content. Changes cost you nothing. We announce them on the website, on Discord or in the Game.
2. We don't change Items you bought. We may only fix them if they don't work as described.
3. If a change significantly and negatively affects Premium or anything else you bought, we tell you by email in advance. You can then terminate the contract within 30 days, without notice, and get a refund for the unused part (Art. 43q).
4. The game server saves the world and restarts daily at 6:00 Polish time. We warn in the Game a few minutes before an update. Longer maintenance is announced on the website and on Discord.
5. If the Game is unavailable through our fault for more than 24 hours in a row, we extend Premium by the length of the outage.
6. If we have to restore the world from a backup, progress made after the backup may be lost. We deliver purchases made in that period again.

13. If Grimveld closes

1. If we close Grimveld for good, we announce it at least 30 days ahead where possible: on the website, on Discord and by email to buyers. From the announcement we sell nothing in the Shop.
2. We refund:
 1. unused Premium: the price of each full day left on the closing day;

2. the full price of Items, Account services and Founder Packs bought in the 30 days before the announcement. A Founder Pack refunded in full doesn't also get its Premium refunded under point 1.
3. If we have to close Grimveld without notice, for example under a court order or after losing our servers, the refunds in point 2 are counted on the closing day and paid as soon as possible.
4. Refunds go to the original payment method or, where that isn't possible, by bank transfer to an account you name.

14. Liability

1. We are liable as the law provides. Nothing in these terms excludes or limits our liability to Consumers where the law doesn't allow it.
2. Losing in-game items, gold or experience through normal play, such as dying in a fight with another player, is part of the Game, not a defect in the service.
3. We aren't responsible for the consequences of you sharing your password, or for your computer or internet connection, unless the damage is our fault.

15. Personal data

The controller of your personal data is Externet (section 1). The privacy notice at grimveld.com/privacy explains how we use it.

16. Out-of-court dispute resolution

1. A Consumer can get help from a municipal or district consumer ombudsman (rzecznik konsumentów) or a consumer organisation.
2. The President of UOKiK, Poland's consumer protection authority, keeps the list of bodies that resolve consumer disputes out of court: polubowne.uokik.gov.pl.
3. A Consumer from another EU country can contact the European Consumer Centre in Poland: konsument.gov.pl.
4. We don't commit in advance to such proceedings. If we reject a complaint, we say whether we agree to them in that case.

17. Changes to these terms

1. We may change these terms for good reasons: changes in the law or decisions of authorities, new services or payment methods, changes to the Game or the Shop, or security.
2. We publish a change on the website and email it to Account holders at least 14 days before it takes effect. If you don't agree, you can leave before that day (section 5.5).
3. A purchase is governed by the terms in force on the day of the purchase.

18. Final provisions

1. Polish law governs our contracts. A Consumer keeps the protection of the mandatory laws of the country where they habitually live.
2. These terms are available free of charge at grimveld.com/terms. You can save and print them.

3. These terms include the annex "Refunds and withdrawal" with the withdrawal form, and the Game rules.

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