Grimveld Terms of Service

Version 2026-11-25

These terms set out how you may use Grimveld: the game, the grimveld.com website, your player account and the store. 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 store 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, Coins and purchases.
- **Character**: a hero you play.
- **Store**: the store in our game client, where you buy Coins and spend them on Items, Premium and Account services.
- **Shop**: the page grimveld.com/shop, where you buy Coins while signed in to your Account. It sells nothing else.
- **Coins**: Grimveld's store currency. You buy Coins with money in the Store or the Shop, and spend them in the Store. One Coin costs 0.10 zł including VAT, and we never change that value. You can pay in Brazilian reais, euros or US dollars instead (section 9.4). Coins belong to the Account that bought them: they can't be transferred, given away or exchanged back for money, and they don't expire.
- **Item**: digital content from the Store attached to your Account, such as an outfit, mount, aura, title or depot upgrade, or a game item delivered to your Character, such as a backpack.
- **Premium**: a digital service that gives your Account the perks described in the Store 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: Coins, which you spend in the Store on Items, Premium and Account services.
3. The Game is free to play and purchases are optional. Nothing in the Store 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 Store 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. The Store works only in our game client. Paying for Coins, in the Store or the Shop, opens Stripe's payment page in your browser. 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 unspent Coins, 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, Coins, 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. Coins, and anything else bought in the Store except game items once delivered, can't be transferred to other players or exchanged for money. Selling a game item for real money is forbidden like selling any in-game item (6.2.5).

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, with one exception: the server itself bans an Account for 7 days when one of its Characters reaches twice the unjustified kills that give a red skull, 6 in 24 hours, 10 in 7 days or 20 in 30 days (game rules, section 1). Nothing else 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 Coins, Premium or Items. A permanent ban also forfeits the Account's unspent Coins. This doesn't limit your rights under sections 10 and 11.
5. If a ban turns out to be wrong, we lift it, extend your Premium by the time it lasted and give back any Coins it forfeited.

9. Purchases

1. In the Store or the Shop you buy Coins with money, and in the Store you spend Coins on:
    1. Items: digital content attached to your Account, or game items delivered to your Character;
    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 Store shows each offer's description, contents, price in Coins and delivery before you buy. One Coin is worth 0.10 zł, so an offer's price in złoty is its Coins × 0.10 zł.
3. You need an Account to buy, our game client to use the Store, and to be signed in to your Account on grimveld.com to use the Shop. Anyone under 18 may buy only with a parent's or legal guardian's consent.
4. Coins are priced in Polish złoty, including VAT; the game client writes złoty as PLN. You can pay instead in Brazilian reais, R$0.14 a Coin, in euros, €0.24 for 10 Coins, or in US dollars, $0.27 for 10 Coins. You choose the currency in the Store before you go to payment. If you don't, the country of your connection when you go to payment picks it: reais from Brazil, złoty from Poland, euros from another country of the European Economic Area, Switzerland or the United Kingdom, and US dollars from anywhere else. In euros you buy at least 30 Coins, because a card payment can't be smaller than €0.50. We may change the prices in reais, euros and dollars for later purchases; that never changes Coins you have already bought. Offers in the Store are priced in Coins. These are final prices: what you see is what you pay, with no extra fees. When we reduce an offer's price, we also show its lowest price in Coins of the 30 days before the reduction.
5. Buying Coins:
    1. in the Store, or in the Shop while signed in, choose how many: from 20 to 5,000 Coins, in steps of 10;
    2. accept these terms: in the Shop by ticking the box, in the Store by going to payment;
    3. pay on Stripe's payment page. From the Store the client opens it in your browser, and the link works for 15 minutes; from the Shop you go to it straight away.
6. The contract for Coins 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) in any of these currencies, by BLIK in złoty or by Pix in reais. We never see your card number.
8. Coins arrive on your Account, usually within seconds of payment being confirmed; if you are playing, the Game tells you. If nothing has arrived 24 hours after you paid, write to support@grimveld.com.
9. Buying with Coins: choose an offer in the Store and press Buy. By pressing Buy you ask for delivery of the Item, or for Premium or the Account service, to start right away, and acknowledge that you lose

the right of withdrawal once it starts or, for an Account service, once it has been performed (section 10). The contract is concluded when you press Buy, and the Coins are taken from your balance at once.

10. Delivery of what you buy with Coins:
    1. Items and Premium are added to your Account at once and work in the Game straight away. A game item goes to the Character you are playing, at once, and only when it has room for it; otherwise the Store refuses the purchase.
    2. An Account service is performed at once on the Character you are playing. A name change logs that Character out a few seconds later.
    3. If an Item isn't ready yet (such as the founder outfit before its art is finished), the Store shows the delivery date before you buy.
11. After each purchase, of Coins or with Coins, we send a confirmation email. It contains the order or purchase number, the price, your statements from point 9 where they apply, these terms, and the withdrawal annex with the form.
12. Premium:
    1. starts at once; 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 Store.
13. On request we issue an invoice for Coins. 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. **Coins**: you can withdraw from a purchase of Coins within 14 days of making it, for the Coins from that purchase you haven't spent. Coins are spent oldest first, so the Coins left from a purchase are your balance minus the Coins you bought after it, at most the Coins it gave you. We take those Coins back and refund what you paid for each, in the currency that purchase was paid in: 0.10 zł, R$0.14, €0.024 or $0.027, the total rounded up to the next cent. Coins already spent can't be withdrawn: what you bought with them follows points 3 to 6.
3. **Items**: if when buying you ask for delivery to start right away 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)).
4. **Premium**: if when buying you ask for Premium to start right away and acknowledge that you lose the right of withdrawal once it starts, you lose it when it starts.
5. **Account services**: the Store performs them right away, at your request, and you lose the right of withdrawal once the service has been performed (Art. 38(1)(1)). An Account service bought before it can be performed may still be withdrawn from until then.
6. **Founder Pack**: its Premium follows point 4. Its Items follow point 3, valued at 300 Coins.
7. For a purchase of Coins we refund money within 14 days of receiving your statement, by the same payment method, at no cost to you. For a purchase made with Coins we give Coins back. After a withdrawal we remove from your Account whatever the refund covers.

11. Complaints

1. We are responsible for Coins, Items, Premium, Account services and the Game conforming to the contract, under the Polish Consumer Rights Act. For Coins, 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 or purchase 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 or Coins. 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). For something bought with Coins, the reduction or refund is in Coins.
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: Coins bought then are credited again, and anything bought with Coins then is delivered again or its Coins are given back.

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 no more Coins. You can still spend your Coins in the Store until we close.
2. We refund:
    1. unused Premium: for each full day left on the closing day, the price of that Premium divided by the number of days it gave;
    2. Coins bought with money that are unspent on the closing day: 0.10 zł for each, or what you paid for each if you paid in another currency.

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 Store, or security.
2. We publish a change on the website. It takes effect on the day we publish it, unless the change names a later day. If you don't agree, you can leave (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.