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3. IN-GAME CURRENCIES AND GOODS

Pixel Force's mobile games include virtual in-game currency ("Virtual Currency"), such as coins, cash, and/or diamonds, that can be purchased for real money and in turn used to purchase virtual in-game items ("Virtual Items"). Please note that Pixel Force does not handle and is not responsible for handling transactions acquiring Virtual Currency. All Virtual Currency transactions are handled by third-party e-commerce payment providers. By purchasing in-game Virtual Currency, you are bound by and agree to the third-party payment providers' Terms of Use.

In addition to all third-party obligations, the following shall apply. In no way can Virtual Currency or Virtual Items be exchanged with us or anyone else for real money, goods, other items, or services of monetary value. Transferring Virtual Currency or Virtual Items outside the Games is strictly prohibited, meaning that you may not buy or sell Virtual Currency or Virtual Items for real money or otherwise exchange Virtual Currency or Virtual Items for items of value outside the Games.

You also agree that all prices and sales of Virtual Currency and Virtual Items are final. Neither third-party payment providers nor Pixel Force issue refunds for completed transactions except as provided in this Terms of Use. Please note that you only purchase a limited, revocable, non-transferable license to use in-game Virtual Currency or Virtual Items, and you agree that you do not own them. In the event your account is limited, terminated, suspended, modified, or deleted for any reason, at Pixel Force's sole and absolute discretion, or if Pixel Force discontinues its Games, you forfeit any and all Virtual Currency and Virtual Items earned or purchased. Pixel Force has the absolute right to manage, regulate, control, modify, and/or eliminate Virtual Currency and/or Virtual Items as it sees fit and at its sole discretion, and Pixel Force is under no obligation to compensate you or anyone else for any resulting losses.

4. REFUNDS

If you give your account or payment details to someone else, appear to be abusing our policies, or don't protect your account with authentication, we usually can't issue a refund.

In case of refund, payment processor's standard terms and conditions regarding refunds will apply. User refunds are exclusive of taxes previously charged to users for product purchases.

5. SPECIAL REFUND REGULATION FOR GOOGLE PLAY

If the purchase isn't what you expected, doesn't work, or you don't want it any more, you can:

1. Request a refund on the Google Play website. If it's less than 48 hours since you bought an app or made an in-app purchase, you can request a refund through Google Play, or
2. Get support from Pixel Force.

You should contact Pixel Force if:

- You have a question about the Games.
- You made an in-game purchase but it wasn't delivered or isn't working as you expected.
- You want a refund and it's more than 48 hours since you made the purchase. Please note that according to our rules you are not entitled to refund if it's more than 30 calendar days since you made the purchase. Each request for refund are subject to Pixel Force investigation. Refund will be given if Pixel Force finds the request acceptable according to this Terms of Use.

How to find our contact information (for Google Play)

1. Visit <https://play.google.com/store>;
2. Browse or search for the Game;
3. Locate and select the Game to open the detail page;
4. Scroll down to the "Additional information" section;
5. Review the contact information listed.

When you contact us, please, let us know:

- The Game you're using;
- The issue you're having;
- The response you'd like. For example, mention whether you'd like help fixing the issue or would like a refund for your purchase.

If your inquiry is about a problem with a purchase you made, you should expect a response within three business days and within 24 hours to any support or product concerns stated to be urgent by Google.

6. SPECIAL REFUND REGULATION FOR APPSTORE

You can report to Apple a problem with any purchase that you've made using the link <http://reportaproblem.apple.com/>. If technical problems prevent or unreasonably delay delivery the Game, your exclusive and sole remedy is either replacement of the Game or refund of the price paid, as determined by Apple. From time to time, Apple may refuse a refund request if Apple finds evidence of fraud, refund abuse, or other manipulative behavior. Please see <https://support.apple.com/> for more information.

7. RIGHTS TO CONTENT

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You acknowledge and agree that Pixel Force may use built-in tracking features to obtain information regarding your use of the Games in order to improve the services we provide, and agree that such information is deemed to be Content for all intents and purposes under these Terms.

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You understand that Pixel Force's introduction of various technologies may not be consistent across all platforms and that the performance and some features offered by us may vary depending on your device and other equipment.

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10. USER CONDUCT

You may be required to register an account (the "Account") on the Service. Your use of the Service is governed by and maintained and enforced by Pixel Force through "User Conduct." You are entirely responsible for knowing, understanding, and abiding by User Conduct. The User Conduct rules are not exhaustive, and Pixel Force reserves the right to determine which conduct is considered to be outside the spirit of the Games and to take disciplinary measures, including the termination and deletion of user accounts, prohibiting user from using the Service in whole or in part. User Conduct governs all aspects of your interaction with the Games, including, without limitation, selecting an in-game name, posting messages, interacting with other users, and otherwise accessing the Games.

You acknowledge and agree that if Pixel Force finds, at its sole discretion, that you have violated User Conduct, you may no longer have access to the violating item/items and/or Pixel Force reserves the right to take actions, which may include terminating your account and prohibiting you from using the Service in whole or in part.

You agree that you will not:

- Transmit or post any content or use language deemed to be offensive at Pixel Force's sole discretion, including, without limitation, content or language that is unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, hateful, sexually explicit, or racially, ethnically, or otherwise objectionable, nor may you misspell or use an alternative spelling to circumvent or attempt to circumvent the content and language restrictions listed above
- Post and/or make available to the public any other user's personal information in the Games and/or any game-related services without that user's express written consent, though users may communicate their own personal information
- Violate the contractual, personal, intellectual property, or other rights of any party, or promote or constitute illegal activity
- Improperly use Pixel Force's support services, including without limitation submission of false reports of abuse or misconduct by any party
- Disable, interfere with, or circumvent any security feature of the Games or any feature that restricts or enforces limitations on the use of or access to the Games or Content

- Participate in any activities and/or perform any actions that, in Pixel Force's sole opinion, lead to, result in, or may result in an authorized user of the Games being defrauded of Virtual Currency or Virtual Items that user has earned through authorized gameplay and/or purchased in the Games
- Sell Pixel Force's Games or any of their parts, including but not limited to Virtual Currency or Virtual Items, user accounts, and/or access to user accounts to any party in exchange for real currency or items and/or services of monetary value
- Engage in cheating or any other fraudulent activity deemed by Pixel Force to be in conflict with the spirit of the Games
- Use or take part in the use of any unauthorized third-party software designed to modify or interfere with the Service and/or any Pixel Force's Games
- Share your password or any credentials you may use to access your Account with anyone
- Purchase, sell, rent, or give away your Account, or otherwise make available your Account to any third party; create an Account using a false identity or information, or on behalf of someone other than yourself
- Use your Account for commercial purposes, including but not limited to advertising, or solicitation, or transmission of any commercial advertisements (junk or spam emails, chain letters, etc.)

11. TERMINATION

We reserve the right to take actions, which may include terminating your account and prohibiting you from using the Service in whole or in part (including but not limited to by deleting your account) at any time, if we reasonably believe that you have violated or breached any of these terms. In the event that we suspend or terminate your account, you will have no further access to your account and/or any Content associated with it. As stated above, Pixel Force and third-party e-commerce payment providers will not issue any refund to you for Virtual Currency or Virtual Items acquired, developed during, or purchased in the Games.

12. APPLICABLE LAW

These Terms of Use and all disputes relating to them shall be governed by and construed in accordance with the laws of Republic of Cyprus.

13. SEVERABILITY

You and Pixel Force agree that if any part of these terms is or becomes, in whole or in part, invalid or unenforceable under any applicable local laws or court, it is to be deemed severed from these terms to the extent of its invalidity or unenforceability, and the rest of the terms shall remain in full force and effect.

14. SUPPLEMENTAL POLICIES

Additional policies related to specific services (including but not limited to forums, contests, or loyalty programs) can be issued by Pixel Force. Your right to use such services is subject to the pertinent policies and these Terms of Use.

You agree that your use of the information, content, or services acknowledges that you have read this agreement, understand it, and agree to be bound by its terms and conditions.

If you have any questions or comments, please contact us at support@pixelforce.com.