

Purchase, Cancellation and Refund Policy

Clear rules for digital content, subscriptions, mints, marketplace actions, and mistakes

Effective: August 10, 2026

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Version: 1.0

Operator: NyFTee Original LLC

Address: 11 E. Orange Grove Rd., Tucson, Arizona 85704, United States

This Policy supplements the Platform Terms and applies to purchases made directly from NyFTee Original LLC. Independent stores, payment providers, marketplaces, and sellers may apply separate rules.

1. Before You Buy

The checkout or transaction screen will disclose the item or service, total price, currency, taxes or estimated taxes, recurring terms if any, delivery method, network and gas fees, material restrictions, and refund treatment. Review wallet address, chain, token contract, quantity, and approval permissions before signing.

2. Authorization and Receipts

By confirming a purchase, you authorize the displayed charge or blockchain transaction. We provide an electronic confirmation or transaction record. Contact us promptly if a receipt is incorrect or a charge is unauthorized. Do not share payment credentials or wallet keys.

3. Digital Delivery

Digital content is delivered when it is credited to an account, made available for use or download, minted, claimed, transferred to the designated wallet, or otherwise supplied as disclosed. Consumables are delivered when credited and consumed when applied or spent.

4. General Refund Rule

Except where law requires otherwise or Section 5 applies, completed purchases of delivered digital content, consumed virtual items, claimed rewards, mints, and confirmed blockchain transactions are final. Changes in preference, market value, rarity, game balance, connectivity, hardware, or third-party fees do not by themselves create a refund right.

Nothing in this Policy limits remedies for content that is not delivered, materially misdescribed, faulty, duplicated by Company error, or subject to a non-waivable consumer guarantee.

5. When We Will Review a Refund

We will review timely requests involving:

- A duplicate direct charge caused by Company or its processor.

- A direct purchase not delivered after reasonable troubleshooting and any stated delivery period.
- Digital content materially different from the checkout description at the time of purchase.
- A verified unauthorized payment, subject to account-security and payment-provider investigation.
- A canceled paid event for which no equivalent entry, reschedule, or lawful substitute is provided.
- A refund or remedy required by applicable consumer law.

6. Blockchain Transactions

Company cannot reverse a confirmed public-chain transaction or recover an asset sent to an incorrect, unsupported, compromised, or inaccessible address. Gas, bridge, marketplace, and wallet fees paid to third parties are not refundable by Company. If Company caused a verifiable delivery error, the available remedy may be replacement, account credit, or refund of the amount Company actually received, depending on law and technical feasibility.

7. Mystery Items and Randomized Rewards

Before purchase, the Platform will disclose that an item is randomized and any legally required probabilities or material range. Receiving a lower-preference lawful outcome is not a defect. A randomized purchase may be restricted by location. Company will not market randomized paid content to minors because the Platform is 18+.

8. Subscriptions and Recurring Charges

Recurring terms, billing interval, price, trial, renewal, and cancellation method will be clearly disclosed before enrollment. Express consent is required. Cancel through account billing or the stated provider before the renewal cutoff to avoid the next charge. Cancellation stops future renewals and does not ordinarily refund the current period, subject to law.

Company will not make cancellation materially harder than sign-up and will provide renewal or price-change notices where required.

9. EEA and UK Withdrawal Rights

Eligible consumers may have a 14-day right to withdraw from a distance contract. For digital content or services supplied immediately, checkout may ask you to expressly request immediate performance and acknowledge that the withdrawal right is lost once performance begins or content is supplied, to the extent applicable law permits.

If that legally required consent or acknowledgment was not obtained, or if the content is faulty or misdescribed, mandatory cancellation, conformity, repair, replacement, price-reduction, or refund rights remain. Local mandatory law controls over this Policy.

10. How to Request a Refund

Email admin@psrgame.com within 14 days after the event giving rise to the request, unless law provides longer. Include account email, order or transaction ID, wallet address and transaction hash if relevant, purchase date, amount, item, reason, and supporting evidence. Never include full card numbers, passwords, seed phrases, or private keys.

11. Refund Method and Timing

Approved fiat refunds are normally returned to the original payment method. Approved Digital Asset remedies may use replacement, Platform credit, or another lawful method disclosed to you. Processing timing depends on payment rails and law. Taxes already remitted and third-party fees may be excluded where lawful and unrecoverable.

12. Chargebacks and Fraud

Contact us first when practical. A fraudulent chargeback, false unauthorized-payment claim, or effort to retain both delivered content and payment may result in account restriction, debt collection, evidence submission to providers, or legal action. A good-faith dispute or exercise of consumer rights will not be penalized.

13. Changes and Contact

This Policy applies prospectively from its effective date. Purchase support and refund requests: admin@psrgame.com.
Mail: NyFTee Original LLC, Attn: Billing, 11 E. Orange Grove Rd., Tucson, Arizona 85704, United States.