

Pax Historia – Refunds & Cancellations Policy

We're always happy to help. If you have a question about this policy or believe you may be eligible for a refund, please contact us at support@paxhistoria.co. Even if you're unsure whether this policy applies, we encourage you to reach out so we can try to find a solution.

If a refund is approved, funds will be returned to your original payment method. Refunds are typically processed within 5-7 business days from when we initiate them, though processing times may vary depending on your bank or location.

This policy does not limit any non-waivable statutory consumer rights you may have under applicable law.

All refunds are provided on a case-by-case basis. The scenarios below provide guidance for common situations but are not guaranteed. By purchasing with Pax Historia, you acknowledge and consent to this policy.

Important: If you purchased Pax Historia through a third-party platform (such as Steam, PlayStation, Xbox, Nintendo, Apple App Store, or Google Play), your purchase is subject to that platform's refund policies, not this policy. Please contact the platform directly for refund requests related to purchases made through their store.

Eligible Refund Scenarios

1. Accidental or Mistaken Purchases

If you contact us within **14 days** of purchase and the tokens remain unused, we may issue refunds for the following:

- **Accidental token purchases.** If tokens were purchased by mistake, we may refund the purchase and remove the tokens from your account.
- **Forgotten subscription cancellation.** If you forgot to cancel a subscription and inform us within 14 days of the renewal date, we may cancel and refund the most recent billing period. If it was a token subscription, the tokens must be unused. We will remove them from your account.
- **Attempted subscription cancellation.** If you believe you canceled your subscription but were still charged, contact us within 14 days. We will review your account and, if appropriate, cancel the subscription and refund the most recent billing period. Unused tokens will be removed from your account.
- **Subscription misunderstanding.** If you misunderstood the number of tokens included in your subscription and contact us within 14 days, we may cancel the subscription and refund the most recent billing period. Unused tokens will be removed from your account.

In any of the above scenarios, if you prefer to keep your tokens or subscription instead of receiving a refund, just let us know.

2. Partial Token Use

If you have used a small portion (generally less than 30%) of the tokens from a recent purchase and have a legitimate issue, we may refund the purchase and remove the remaining unused tokens from your account. Contact us within 14 days of purchase.

3. Duplicate Subscriptions

If you have multiple active subscriptions and only use one of them, we may cancel and refund the most recent billing period for the duplicate subscriptions.

4. Missing Tokens

If you believe you never received tokens from a purchase, contact us and we will review your token history. If we confirm the tokens were delivered, you may still request a refund—we will process it and remove the tokens from your account.

5. Defective Game or Major Bugs

If you experience major disruptions to Pax Historia that materially impact your ability to use the service for an extended period, we will first try to fix the issue or provide in-game compensation (tokens). If the issue cannot be resolved within a reasonable time, we may provide a refund. We may require reasonable evidence of the issue to confirm the problem.

Examples include:

- **Game crash.** If your game completely crashes or becomes unplayable, we may add tokens to your account or refund you.
- **Saving issue.** If your game does not retain past turns/changes and becomes unplayable or your game data disappears, we may add tokens to your account or refund you.
- **Lost tokens due to a glitch.** If you lost tokens because of a confirmed technical issue, we may restore the lost tokens.
- **Other major bugs.** If you experience a bug that materially affects your ability to play Pax Historia, let us know. We may add tokens to your account or refund you.

Non-Refundable Items & Limitations

In these circumstances, a refund is unlikely. If you have questions or believe you have an exception, please reach out to support@paxhistoria.co.

- Tokens earned in-game (including via competitions, presets, promotions, or creator programs) have no cash value and cannot be redeemed or refunded.
- Virtual items obtained through randomized reward mechanisms (such as loot boxes or gacha features) are non-refundable regardless of the outcome, as stated in our Terms of Service.
- If your preset/content was taken down by moderation, or if you were removed for violating Terms of Service, you are not eligible to receive any refund.
- Used or consumed tokens are generally non-refundable, except as described above for partial token use situations.
- Refunds outside the scenarios listed above are not guaranteed and are granted at our discretion, except where required by law.
- Minor bugs and short-term major issues affecting core gameplay (fewer than 7 days) may not qualify for refunds.
- Beta and Early Access purchases are subject to additional risks as described in our Terms of Service. Refunds for beta purchases are at our sole discretion, except as required by applicable law.

Chargebacks & Payment Disputes

If you initiate a chargeback or payment dispute, **we are no longer able to issue a refund directly** while the dispute is ongoing. **Please contact us before disputing a charge**—we are often able to resolve issues more quickly without a dispute.

As stated in our Terms of Service, we ask that you contact us and attempt to resolve any issue directly within 30 days before initiating a chargeback, except for genuinely unauthorized transactions. Frivolous or bad-faith chargebacks may result in termination of your account.

Right to Refuse Service

We reserve the right to refuse service to any customer where permitted by law. If service is refused, we may restrict or block associated account identifiers and payment methods to prevent future purchases.

EU & UK Customers: Your Right to Cancel

If you are located in the EU or UK, you generally have the right to cancel a purchase within 14 days of purchase without giving a reason. However, this right is waived once:

- Digital content (including subscriptions, in-game items, or tokens) has been accessed, downloaded, used, or consumed, and
- You have expressly consented to immediate access to the digital content at checkout.

By purchasing and accessing Pax Historia's digital content, you acknowledge and agree that you may lose your right to cancel once the content is delivered or used.