

GAMIVO Refund policy:

Refunds:

When the Customer declares a refund after the purchase, **GAMIVO is obligated to charge 1€ fee per refund** from the Merchant if:

- The key has been confirmed to be either invalid or duplicate and the buyer didn't want a replacement product or if the said replacement has also been faulty - this doesn't include order resignations in the instance of a not delivered game key as well as PRE-ORDER cancellations upon receiving such requests from the buyers;
- The key was not matched with the product description (region, languages, platform);
- There is no contact with a Merchant via GAMIVO Support Center **for longer then 3 business days.**

Revokes:

When the Customer declares a revoke after the purchase, **GAMIVO is obligated to charge 10€ fee per revoked code** from the Merchants available balance and freeze the balance amount of total revoke volume for **2 months**.

If there is a threat of receiving more revokes from particular Merchant, GAMIVO reserves the right to suspend the whole account until further investigation.