

Since LOLSMURFS.XYZ is offering non-tangible irrevocable goods we do not issue refunds once the order is accomplished and the product is sent. As a customer you are responsible for understanding this upon purchasing any item at our site.

However, we realize that exceptional circumstance can take place with regard to the character of the product we supply.

**we DO honor requests for the refund on the following reasons:**

- non-delivery of the product: due to some mailing issues of your e-mail provider or your own mail server you might not receive a delivery e-mail from us. In this case we recommend contacting us for assistance. Claims for non-delivery must be submitted to our Support department in writing within 7 days from the order placing date. Otherwise the product will be considered received;
- major defects: although all the products are thoroughly tested before release, unexpected errors may occur. Such issues must be submitted for our Support Team's approval. We keep the right to rectify the error or defect within 72 hours. If any deficiency is approved and we fail to correct it within 72 hours from the date of the initial complaint letter or any other notification provided by a Customer, the refund will be issued to the customer in full without any compensations or reimbursements. OR, at customer's choice, replacement of the product of the same or around the same value can be offered;
- product not-as-described: such issues should be reported to our Support Department within 7 days from the date of the purchase. Clear evidence must be provided proving that the purchased product is not as it is described on the website. Complaints which are based merely on the customer's false expectations or wishes are not honored.
- No changes are made to the product. This includes but is not limited to: Spent ip and rp balance, change of display name, getting ranked on the account... Products will not be taken back if any changes are made.