



Refund and Cancellation Policy

A clear 14-day voluntary guarantee for digital Products sold by Infrastruct Digital as the direct contractual seller and an authorised reseller.

14 CALENDAR DAYS | DOWNLOAD OR ACTIVATION DOES
NOT AUTOMATICALLY DISQUALIFY

Effective date: 21 July 2026 Version: 1.3

Plain-English summary. Email support@infrastructdigital.com within 14 calendar days of purchase. Infrastruct Digital handles the request even when a Product Partner developed or fulfilled the Product. Downloading, activating or ordinary use does not by itself disqualify the request. For an in-time request, we return the payment to the original method unless a documented fraud, duplicate-recovery or deliberate repeated-abuse exception applies, and may deactivate the refunded access or entitlement.

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1. Who handles refunds

Infrastruct Digital Ltd is the direct contractual seller and an authorised reseller for customer orders placed through infrastructdigital.com. Refund requests should be sent to Infrastruct Digital, which administers them under this Policy and applicable law, even where a Product Partner developed, hosted, maintained or fulfilled the Product.

Refund support

Infrastruct Digital Ltd

Company number 17331951

University of Kent, University Road, Keynes College, Canterbury, United Kingdom, CT2 7NP

support@infrastructdigital.com

2. Voluntary 14-day refund guarantee

Infrastruct Digital offers a contractual, voluntary refund guarantee in addition to rights provided by law. If you send the request within **14 calendar days after the purchase date**, we will provide a full refund of the amount paid to us for the affected order unless an objective fraud, duplicate-recovery or deliberate repeated-abuse exception in section 7 applies.

The guarantee applies even if you downloaded an application, activated a key, signed in, linked a game account, generated content or used the Product in the ordinary way. We do not reject an otherwise valid request merely because digital supply began.

This guarantee does not replace or shorten statutory remedies for a Product that is faulty, materially misdescribed, not supplied, or not provided with reasonable care and skill.

3. Purchases covered

Unless checkout gives you a more favourable rule, the guarantee covers:

- one-day, seven-day, 30-day and other clearly stated fixed-term, one-time access passes;
- downloadable software, account entitlements and licence keys;
- fixed-term access to AI Products;
- Minecraft Server Pass;
- GTA 5 RP Server Pass; and
- accidental duplicate purchases once the duplicate is verified.

For the voluntary guarantee, the purchase date shown on the receipt is day zero and the request may be sent until the end of the fourteenth calendar day after that date, even if that day is not a business day.

4. How to request a refund

Email support@infrastructdigital.com from the account email or clearly identify the account if using another address. Include:

- the order number or payment-provider receipt reference;
- the Product and purchase date;



- the account email and, where relevant, game or server identifier; and
- a short description if delivery failed or something was wrong.

You do not have to give a reason to use the voluntary 14-day guarantee. A description can help us fix a fault but is not a condition of an ordinary in-time request. Never email a complete card number, password, recovery code or two-factor authentication code.

For a delivery or compatibility problem, support may ask for the supported operating-system version, application version, relevant account or game identifier, screenshots or diagnostic logs. For a material fraud or payment-ownership concern, we may request proportionate evidence that you control the customer account or were authorised to use the payment method. A request for reasonable evidence does not turn an in-time request into a late one.

5. What happens after a request

- 1 We review the request as soon as reasonably practicable.
- 2 We verify the order, payment status, account or payment ownership where reasonably necessary, and whether a duplicate refund or chargeback already exists.
- 3 Where troubleshooting is appropriate, you may choose a repair or replacement instead. Accepting troubleshooting does not make an in-time request late.
- 4 Once approved, we promptly instruct the payment provider to return the approved refund amount to the original payment method after receiving the information reasonably needed to verify the order.
- 5 We may deactivate the refunded key, entitlement, download permission or server access when the refund is issued.

An approved full refund returns the amount paid to us for the refunded order, including tax included in that order total. We do not charge an administration fee. A currency difference or bank fee may be applied by your card issuer rather than deducted by us.

A refund following statutory cancellation is made without undue delay and no later than 14 days after we are informed of the cancellation. A refund or price reduction under the Consumer Rights Act 2015 is made without undue delay and no later than 14 days after we agree that you are entitled to it. We use the original payment method unless you expressly agree otherwise and do not charge a refund fee. Fraud review will not be used to postpone a statutory deadline after entitlement has been established.

6. Non-delivery, faults and misdescription

If access is not delivered, contact support so we can verify payment and the supplied account identifier. We will provide access, correct the identifier where reasonably possible, replace the entitlement, or refund the order as appropriate.

Paid digital content must meet mandatory consumer standards. In the UK, it must be as described, of satisfactory quality and fit for its usual or disclosed purpose. Services must be performed with reasonable care and skill. Legal remedies may include repair, replacement, repeat performance, price reduction or refund.

These remedies may remain available after the voluntary 14-day period. Please report a problem promptly and provide enough information for us and, where necessary, the Product Partner to investigate it effectively. Delay may affect the evidence available, but this request does not create a shorter contractual limitation period or remove a statutory right.

Where the product page clearly stated that a lawful copy of an underlying game, a particular platform account, a supported operating system, or a device or account limit was required, absence of that requirement is not itself a fault



or non-delivery. You may nevertheless request a refund under the voluntary 14-day guarantee. A requirement that was not clearly disclosed before payment cannot be used to remove a mandatory remedy.

If defective digital content damages a device or other digital content belonging to you because reasonable care and skill was not used, statutory remedies may also include repair of the damage or appropriate compensation.

7. Fraud, duplicate claims and chargebacks

We may pause a refund while reasonably investigating:

- a payment reported as unauthorised;
- reasonable evidence that a payment method was stolen, used without authority, or connected to unlawful activity where a review is required by law or a payment provider;
- multiple refund claims for the same order;
- a chargeback already opened for the transaction;
- fabricated evidence, identity mismatch or deliberate circumvention of access controls;
- deliberate full consumption of a short access pass or a substantial one-time usage allowance followed by a refund request as part of a repeated abuse pattern;
- a repeated pattern of purchasing, extracting substantial value and immediately requesting refunds.

Ordinary use of a Product, including use of a short pass for its intended purpose, is not by itself fraud and does not automatically defeat the voluntary guarantee. We will not use anti-abuse review to remove a genuine statutory right. Where possible, contact us before opening a chargeback so we can resolve the issue directly. Opening a chargeback does not waive legal rights, but the card-network process may determine how the same payment dispute is handled.

After a fair review, we may refuse only the voluntary guarantee for a request where proportionate documented evidence shows that the claimant is not the customer or authorised payer, the order has already been refunded or recovered through a chargeback, the claim is fraudulent, or it forms part of a deliberate repeated abuse pattern described above. Where lawful, we explain the decision and allow you to provide relevant information or request review. Mandatory consumer remedies remain unaffected.

A direct refund and a card-network or payment-provider recovery are alternative routes for the same payment. You may not recover the same amount twice. If a chargeback is already open, we may pause the direct refund until its status is known and take into account any amount already recovered. This does not prevent you from using a lawful payment-dispute right.

8. When the money arrives

After we instruct the payment provider to issue a refund, the provider, bank or card issuer controls the final posting time. Posting times vary by payment method and financial institution.

Refunds normally return to the original payment method. If that method is unavailable, contact support. An alternative method is offered only after appropriate identity, fraud and legal checks.



9. Statutory cancellation for digital content and services

Digital content

Where we ask to begin supplying digital content during the statutory cancellation period and applicable law requires it, we obtain the customer's express consent and acknowledgement before supply begins and provide any confirmation required by law.

If immediate digital-content supply has not started, you may communicate a statutory cancellation using the contact details or model notice below. If the consent, acknowledgement or confirmation required by law is not obtained, you retain the cancellation and no-cost protections provided by law.

Services

Where we ask to begin a service during the statutory cancellation period and applicable law requires it, we obtain the customer's express request before the service begins. If you cancel before the service is fully performed, the law may require you to pay a proportionate amount for the service supplied up to cancellation, but only where the required information and request were provided. If a service begins without the required request or cancellation information, no proportionate service charge is payable on statutory cancellation. The statutory right is lost only after the service is fully performed where the required request and acknowledgement were obtained.

The statutory cancellation period for a service contract or digital content not supplied on a tangible medium ends 14 days after the day on which the contract is entered into. If required cancellation information is not provided, the statutory period may be extended as the law provides.

Regardless of the statutory position, our separate voluntary 14-day guarantee continues on the terms stated in this Policy.

10. No automatic renewal

All Products currently offered under this Policy are sold as one-time, non-renewing purchases. A fixed-term entitlement expires automatically at the end of the selected period and does not renew or charge you again.

If we introduce an automatically renewing Product in the future, it will require separate, clear pre-contract information and agreement and will have its own renewal and cancellation controls. This Policy does not authorise us to convert a one-time pass into recurring billing.

11. Model refund or cancellation notice

You may copy the following wording into an email. Use of this exact form is optional:



To: Infrastruct Digital Ltd

Email: support@infrastructdigital.com

I request cancellation or a refund of the following digital order:

Product:

Order reference:

Ordered on:

Account email:

Game or server identifier, if applicable:

Customer name:

Date of request:

Optional details of any delivery or technical problem:

12. Contact

Refund support

Infrastruct Digital Ltd

Company number 17331951

University of Kent, University Road, Keynes College, Canterbury, United Kingdom, CT2 7NP

support@infrastructdigital.com

Personal information used to process a refund is handled under our Privacy Policy. Privacy questions may be sent to privacy@infrastructdigital.com.