



Terms of Service

Customer terms for digital products, fixed-term access passes, software, AI features, game analytics and community-server access.

DIRECT CONTRACTUAL SELLER | AUTHORISED RESELLER

Effective date: 21 July 2026 Version: 1.3

Plain-English summary. Infrastruct Digital is the direct contractual seller and an authorised reseller. Customers contract with and pay us; we coordinate delivery, support and refunds. Product Partners may develop, host, maintain or fulfil a Product and retain their intellectual property. Current access passes are one-time purchases and do not renew automatically.

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1. Who we are and our role

These Terms of Service (the **Terms**) are issued by **Infrastruct Digital Ltd**, a company registered in England and Wales under company number **17331951**. Our registered office is University of Kent, University Road, Keynes College, Canterbury, United Kingdom, CT2 7NP.

Infrastruct Digital is the **direct contractual seller** to the customer and an **authorised reseller** of Products offered through the storefront. Customers contract with and pay Infrastruct Digital. We are responsible for the sales transaction, delivery coordination, customer support, refunds, chargebacks and mandatory consumer remedies.

We do not claim to have developed or own every Product. A developer, licensor, server operator or other supplier that authorises us to offer or resell a Product, or from whom we procure a customer entitlement, is called a **Product Partner**. Product Partners retain their intellectual property and may provide hosting, fulfilment, maintenance or technical support. Infrastruct Digital remains the direct contractual seller to the customer but is not necessarily the developer, publisher or intellectual-property owner of a Product.

Legal and customer contact

Infrastruct Digital Ltd

Company number 17331951

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

support@infrastructdigital.com

2. Scope and acceptance

These Terms apply when you visit infrastructdigital.com, create an account, place an order, receive a licence key or entitlement, download software, use an AI feature, or join a supported game server.

By creating an account or placing an order, you agree to these Terms and to any product-specific terms clearly presented before payment. Our Refund and Cancellation Policy forms part of the customer agreement and contains our voluntary refund guarantee. Our Privacy Policy is a notice explaining how we process personal information; it does not reduce any statutory data-protection right.

If product-specific terms conflict with these Terms, the more specific term applies only to that Product and only to the extent permitted by law. Product-specific terms may supplement, but may not reduce, the voluntary 14-day guarantee in the Refund and Cancellation Policy, a mandatory consumer right, or Infrastruct Digital's obligations as the direct contractual seller.

3. Eligibility

You must be at least **18 years old** and legally capable of entering into a contract to create an account, place an order or use a Product. Our Products are not directed to children.

You may place an order only where our checkout accepts the payment and the supply is lawful. You must provide accurate account and payment information and must not purchase for a sanctioned person or use a Product unlawfully.

These Terms are written for consumers purchasing mainly for personal use. If you are buying mainly for business purposes, contact us before ordering because separate business terms may apply.



4. Products and Product Partners

A **Product** may be downloadable software, an account entitlement, a licence key, fixed-term access to AI functionality, a game analytics helper or access to a community server. Before payment, we provide the material information relevant to the selected Product, including its price, access period, delivery method and any material compatibility, account or usage requirements.

Our storefront is a **closed, curated catalogue**, not an open marketplace where third parties can create listings or accept customer payments. The current catalogue consists of LumiSense, InfraTrust, VeoMaster, Dota 2 Helper, Foxhole Helper, Minecraft Server Pass and GTA 5 RP Server Pass. We may add, remove or update Products prospectively. The accepted product description, other material pre-contract information and any specific product promise on which you reasonably relied form part of your contract.

A Product Partner may assist with hosting, fulfilment, maintenance or technical support. Any detail that materially changes what the customer receives, how access is delivered or the technical requirements is included in the relevant product information. Infrastruct Digital remains the direct contractual seller and remains responsible for customer-facing billing, delivery coordination, support, refunds and mandatory remedies.

Product-specific technical requirements may differ. You must review the requirements shown for the selected Product before payment; a requirement not clearly disclosed before payment will not be used to remove a mandatory consumer remedy.

5. Accounts

You must create and sign in to an account before purchasing a Product unless the checkout expressly allows another method. You must provide accurate information and keep it current.

- Use a unique password and keep authentication and recovery details confidential.
- Notify support promptly if you suspect unauthorised access.
- Use a payment method that belongs to you or that you are authorised to use.
- Do not create multiple accounts to evade limits, suspensions, sanctions or refund controls.
- Submit a game or server identifier only if it belongs to you or you have the account holder's authority.
- Use an account-bound or device-limited entitlement only on the number of accounts or devices stated before payment.

You are responsible for activity under your account unless it results from our failure to use reasonable care and skill or from another cause for which the law makes us responsible.

6. Orders and contract formation

- 1 Select the Product, access period and any required account or server identifier.
- 2 Review the description, supported operating system, required game or platform account, device and account limits, delivery method, price, currency, taxes, access duration and legal documents.
- 3 Use the final button labelled 'Pay now', 'Buy now' or equally clear wording to place the order and agree to pay the displayed total.
- 4 We accept the order and form the contract when we send an order confirmation or activate the Product, whichever occurs first. Payment authorisation or a payment-processor receipt alone is not our acceptance.



We may decline an order before acceptance if payment is not authorised, required information is missing, the order appears fraudulent, a legal or platform restriction applies, or the Product is unavailable. If we have received money for an order we decline, we will return it to the original payment method.

The applicable Terms and Refund and Cancellation Policy are made available before payment. After the contract is formed, we or the relevant Product Partner acting on our behalf provide the order and access information by email or through the customer account. The contract language is English.

7. Prices, taxes and payment

The total price and purchase currency are displayed before payment. A price shown with EUR or the euro symbol is charged in euros. Any tax or mandatory charge that applies to the order will be included in or separately identified in the checkout total before you place the order.

Payments are processed by the third-party payment provider or payment method displayed at checkout. We receive payment status and limited transaction information needed to administer the order; complete card details are handled by the payment provider.

Your card statement is intended to show **INFRASTRUCTDIGITAL.COM** or a substantially similar descriptor permitted by your bank. Your bank may shorten or format the descriptor differently. Currency conversion or foreign-transaction fees charged by your bank are separate from our price.

Current access passes are **one-time purchases**. They do not renew automatically. We will not convert a one-time purchase into recurring billing without a separate, clear offer and your express agreement.

The order confirmation or payment receipt identifies the Product, amount, currency, purchase date and order reference, subject to the format supported by the relevant payment provider or fulfilment system.

8. Delivery, access periods and expiry

Delivery may consist of an account entitlement, licence key, application download, AI access or server whitelist permission. The order confirmation identifies the delivery method.

A fixed-term pass begins when the entitlement is activated unless the product page clearly states another start time. It expires automatically at the end of the displayed period. Buying another period is a new order, not a renewal of the old order.

Delivery timing may vary by Product. If payment succeeds but access does not appear, check your account and email, including the spam folder, and contact support@infrastructdigital.com. We will investigate and provide access, a replacement or an appropriate refund where delivery failed.

A Product may have usage, generation, device or account limits. The applicable access period and ordinary limits are those displayed for the selected Product before payment and repeated in the account or order confirmation where practicable. A later security measure may not materially reduce what you purchased without an appropriate remedy.

If support needs to investigate delivery or compatibility, we may ask for the Product name, order reference, supported operating-system version, application version, relevant account identifier, screenshots or diagnostic logs. Do not send a password, recovery code, two-factor authentication code, complete card number or card security code. A delay in supplying reasonably necessary troubleshooting information may delay the investigation but does not remove a mandatory consumer right.



9. Licence and intellectual property

Subject to payment and compliance with these Terms, Infrastruct Digital grants you, or procures from the relevant Product Partner for you, a personal, limited, non-exclusive, non-transferable licence to use the Product for its intended non-commercial purpose during the purchased access period.

Infrastruct Digital, the Product Partner and their licensors retain ownership of their respective software, services, designs, documentation, branding and other intellectual property. Purchasing access does not transfer ownership or permit you to copy, publish, sublicense, sell or commercially exploit a Product.

Open-source components and third-party materials may be governed by their own licences. Rights granted by those licences are not restricted by these Terms.

The licence and associated access end automatically when the purchased period expires, a full refund is issued, or the contract is lawfully terminated. You must then stop using the Product and delete or uninstall copies you are no longer licensed to retain, except where an open-source or other applicable licence permits continued use. Accrued payment or refund rights and provisions concerning intellectual property, prior misuse, liability, records and disputes continue only to the extent reasonably necessary.

10. AI-assisted Products

AI Products may transmit the prompt, file, image or other input needed for your request to an identified provider such as OpenAI or Google Cloud/Vertex AI. The Privacy Policy explains this processing.

- AI outputs may be incomplete, inaccurate or unsuitable for a particular purpose.
- You must review outputs before relying on or publishing them.
- You must have the right to submit each input and to use the output.
- Do not submit confidential, special-category or highly sensitive personal information unless the Product is specifically designed for it, you are authorised to submit it, and the Product-specific privacy notice explains the processing.
- AI Products are not a substitute for legal, medical, financial or other regulated professional advice.

You retain any rights you have in your inputs. You grant Infrastruct Digital, the identified Product Partner and the relevant AI provider a limited licence to host, reproduce, transmit and process an input only as reasonably necessary to provide, secure and support the requested Product and comply with law, subject to the Privacy Policy.

AI outputs and game analytics may be non-unique and may resemble information or material available elsewhere. Unless a product page expressly promises a measurable result, we do not promise a particular game outcome, ranking, commercial result, intellectual-property protection or freedom from all third-party rights. This does not limit responsibility for a materially misleading Product description.

11. Game analytics and server access

Game analytics Products use public, customer-authorised or officially exposed data sources. They must not be used to cheat, automate prohibited actions, modify or inject into a game client, gain an unfair advantage, or breach game, platform or server rules.

A game-related Product or server pass grants access only to the identified Product, community server and account for the purchased period. You must own a lawful copy of every underlying game that is stated as required, retain lawful access to the relevant platform account, use a supported operating system, and meet the device and account requirements disclosed before purchase. The purchase price does not include a copy of the underlying game unless the product page expressly says that it does.



Failure to own a required game, loss of the underlying platform account, or use on an unsupported operating system is not a defect or non-delivery where the requirement was clearly disclosed before payment. You may still use our voluntary 14-day refund guarantee, and this paragraph does not affect a remedy where a requirement was not disclosed, the Product was misdescribed, or the law gives you a mandatory right.

Game names and trademarks belong to their respective owners. Unless we expressly state otherwise and hold written evidence, a Product is not sponsored, endorsed or approved by Valve, Overwolf, Rockstar Games, Mojang, Microsoft, Siege Camp or another publisher or platform owner.

Publishers, platform operators and community servers control their own accounts and rules. We are not responsible for a warning, suspension, ban or loss of access caused solely by your breach of those rules, your conduct, or loss of your underlying account. This does not exclude responsibility where a Product was faulty, materially misdescribed, marketed for prohibited use, or caused the problem through a matter for which we are legally responsible.

12. Acceptable use

You must not, and must not help another person to:

- use a Product unlawfully, fraudulently, abusively or to infringe intellectual-property, privacy or other rights;
- share, rent, sell or transfer an account, key, entitlement or server permission unless expressly allowed;
- circumvent access controls, usage limits, bans, security features or compatibility restrictions;
- use privacy, routing or profile-management features to access a system without authorisation, misrepresent identity or location, evade sanctions, identity, payment or fraud checks, circumvent platform bans or security controls, or bypass restrictions imposed by law or applicable third-party service terms;
- reverse engineer, decompile, disassemble, extract source code or create derivative works except where the law expressly permits and that permission cannot be excluded;
- introduce malware, scrape private data, probe for vulnerabilities, overload infrastructure or interfere with another customer;
- use a game-related Product to cheat or breach applicable game, platform or server rules;
- use AI features to create unlawful, infringing, deceptive or abusive content or to make a high-impact decision about another person without appropriate human review; or
- misrepresent affiliation with Infrastruct Digital, a Product Partner, publisher, platform or AI provider.

Security research requires written permission in advance. Report suspected security issues to support@infrastructdigital.com.

13. Availability, updates and Product Partner dependency

We aim to provide the features and access described at purchase. Maintenance, security work, Product Partner systems, third-party APIs, game updates and events beyond reasonable control may temporarily interrupt service. We will take reasonable steps to restore access and, where practicable, give notice of planned maintenance.

We may release updates needed for security, legal compliance, compatibility or bug fixes. During a paid period, we will not intentionally remove a core feature in a way that materially reduces what you purchased without offering a reasonable remedy such as restoration, replacement, extension, price reduction or refund.

If a Product Partner stops supplying a Product, Infrastruct Digital remains responsible for the customer-facing remedy required by these Terms and applicable law. Our separate agreement with that partner does not require you to pursue the partner for a refund.



14. Suspension and termination

We may temporarily restrict access or pause an order or refund where reasonably necessary to investigate fraud, payment ownership, a security incident, material breach, harm to other users, chargeback abuse, or a legal, payment-provider or platform requirement. We may request proportionate evidence reasonably needed for that investigation. Where lawful and safe, we will explain the reason and give you a reasonable opportunity to respond.

For a remediable breach, we will normally ask you to correct it before permanent termination. Immediate termination may be appropriate for serious illegality, deliberate security abuse, repeated material breaches or evasion of a previous suspension. You may appeal by contacting support.

Suspension does not remove any refund or statutory remedy to which you are entitled. If we permanently discontinue a Product during a paid period for reasons not caused by your breach, we will provide an appropriate replacement, extension or pro-rata refund.

15. Refunds and statutory cancellation

Our separate Refund and Cancellation Policy provides a voluntary 14-day refund guarantee, including after download or activation, subject to fair fraud and anti-abuse review. If a refund is issued, the related entitlement may be deactivated.

Nothing in these Terms is intended to waive a statutory cancellation right unless all legal conditions for that waiver have been met. Our separate voluntary 14-day refund guarantee continues to apply as stated in the Refund and Cancellation Policy.

The statutory acknowledgement does not remove our separate voluntary refund guarantee and does not limit remedies for a Product that is faulty, materially misdescribed or not supplied.

16. Consumer rights

UK consumer law requires paid digital content to be as described, of satisfactory quality and fit for its usual or disclosed purpose, and services to be performed with reasonable care and skill. Depending on the issue, remedies may include repair, replacement, repeat performance, price reduction or refund.

If you live in another country, mandatory local consumer protections may also apply. Nothing in these Terms excludes, restricts or replaces a right or remedy that cannot lawfully be excluded.

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.

17. Responsibility and liability

We are responsible for loss that is a foreseeable result of our breach of these Terms or our failure to use reasonable care and skill. Loss is foreseeable if it was obvious that it would happen or both you and we knew it might happen when the contract was made.

We do not exclude or limit responsibility where doing so would be unlawful, including responsibility for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or breach of mandatory consumer rights.



Products are supplied for personal use. We are not responsible for business losses such as loss of profit, revenue, opportunity or business interruption where a consumer Product is used commercially without a separate business agreement.

We are not responsible for consequential loss caused solely by incorrect information you supplied, your failure to obtain a clearly disclosed required game, your loss of a platform account resulting from your own breach or conduct, use on an unsupported operating system, use beyond a clearly disclosed device or account limit, unsupported modification, or your breach of platform rules. If a third-party outage or platform change prevents us from supplying the paid Product during its access period, the remedies in sections 13 and 16 continue to apply, including an appropriate extension, price reduction or refund. We remain responsible for requirements and restrictions we failed to disclose and for every remedy required by law.

18. Changes, transfer and severability

We may update these Terms prospectively for new features, legal requirements or clearer wording. The version accepted when you placed an order continues to govern that order unless a change is required by law or is beneficial to you. We will give reasonable notice of a material change affecting an active paid period.

You may not transfer your contract without our agreement. We may transfer it as part of a genuine reorganisation or sale of our business only if doing so does not reduce your rights. If a court finds part of these Terms unenforceable, the remainder continues to apply.

If either party delays enforcing a right, that does not waive the right. Except where product-specific licence terms expressly provide otherwise, only the customer and Infrastruct Digital may enforce the customer sales contract.

19. Governing law and disputes

These Terms are governed by the laws of England and Wales. If you are a consumer resident elsewhere, you retain mandatory protections of your home country. You may bring proceedings in any court made available by applicable consumer law; these Terms do not force you to give up a local forum guaranteed by law.

Please contact support@infrastructdigital.com with the account email, order reference and a concise description of the issue. If we issue a final response without resolving the complaint, we will tell you whether we are required or willing to use an accredited alternative dispute-resolution provider and, where applicable, provide that provider's current details. ADR does not remove your right to use a court available under consumer law.

20. Contact

Terms, orders and support

Infrastruct Digital Ltd

Company number 17331951

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

support@infrastructdigital.com

Privacy and data-protection enquiries should be sent to privacy@infrastructdigital.com.