

## REFUND AND CANCELLATION POLICY

Last updated: 21.08.2024

### 1. GENERAL TERMS

- 1.1. This document, the Playhub Refund and Cancellation Policy (hereinafter – the Policy), contains our policies and provisions concerning the refunds and cancellations in relation to the Services provided by the Platform.
- 1.2. By visiting our Platform and using our Services you accept all terms and conditions of this Policy.
- 1.3. This Policy is a part of a body of documents that sets terms and conditions of use of the platform Playhub –Terms of Service, Privacy Policy, Cookie Policy. Unless defined otherwise by this Policy, all terms and definitions used herein shall have the meaning defined in the abovementioned documents.
- 1.4. This Policy, including its construction, method of adoption, performance, amendments, and termination, is subject to the legislation of the Republic of Cyprus.

### 2. CANCELLATION

- 2.1. The Seller has a right to cancel an Order if he/she is not able to complete the Order.
- 2.2. The Platform also has a right to cancel the Order due to technical reasons.
- 2.3. In case of the cancellation, money paid by the Buyer will be transferred to the Buyer's balance integrated to the Platform.

### 3. REFUNDS

- 2.1. You will receive a full refund on your card in case:
  - You did not receive your Order;
  - Your Order does not match listing details;
  - Your Order does not work as expected.
- 2.2. You will receive a partial refund if your order is incomplete. The refund will be proportional to the percentage of non-fulfilment of the order. *For example: if your order is 70% complete, you will receive a 30% refund.*
- 2.3. The percentage of Order fulfilment is determined by the Platform and is not subject to appeal.
- 2.4. You can request a refund by creating a dispute or by contacting our customer support via live chat or via email support@playhub.com . The refund process can take up to 2 weeks.
- 2.5. Refund policy does not cover the following:
  - Buyers have verified and confirmed the receipt of the order.
  - Transactions made outside of the Platform.
  - Refunds will not be issued due to buyer's dissatisfaction with the product, remorse, mistakenly purchased items