Public Offer

Agency Agreement

Saola L.L.C-FZ | Formation No. 2654707 | Meydan Grandstand, 6th floor, Meydan Road, Nad Al Sheba, Dubai, UAE

1. TERMS AND DEFINITIONS Website means the information system at gamepayment.io through which Orders may be placed. Order means the User's instruction to the Administrator to acquire a Digital Product by completing the applicable order form. Digital Products include alphanumeric codes, links, game-related software, additional game features, subscriptions and account balance top-ups that provide access to computer games or digital platforms. User means an individual visitor using the Website to place an Order. Administrator means Saola L.L.C-FZ, Formation No. 2654707, Meydan Grandstand, 6th floor, Meydan Road, Nad Al Sheba, Dubai, United Arab Emirates, which owns and administers the Website. Account means the User's personal section of the Website. Activation means entering a code, following a link or otherwise redeeming a Digital Product as instructed by the relevant rights holder or platform owner.

2. GENERAL PROVISIONS This document is a public offer to enter into an agency agreement. By placing and paying for an Order, the User gives full and unconditional acceptance of this offer. Acceptance is confirmed by checking the acknowledgement and consent box when placing the Order. The offer is intended for adults aged 18 or older; a person under 18 who is legally fully capable should contact the Administrator before contracting. This agreement is governed by the law of Dubai, United Arab Emirates, unless mandatory law at the User's habitual residence provides otherwise.

3. SUBJECT OF THE AGREEMENT The User instructs the Administrator, for a fee and at the User's expense and in the User's interest, to acquire the Digital Product specified in the Order and deliver it by the method and within the period stated in this agreement. The Website Terms of Use form an integral part of this agreement. The Administrator may amend this agreement by posting a new version on the Website. Changes take effect five days after publication; placing an Order after that date constitutes acceptance. A Digital Product may have a stated activation deadline.

4. PRICE AND PAYMENT The price is shown in the order form. The Administrator's fee is included in the price. Applicable taxes in the relevant jurisdictions are included where required. Payment is made online in the amount of 100 percent of the Order price within the time stated by the Administrator. If payment is not made in time, the Order may be cancelled. The User confirms that payment transactions are made personally by the User.

5. DELIVERY AND ACTIVATION A Digital Product may be delivered to the User Account or to the email address supplied with the Order. The User must activate it in accordance with the rights holder's or platform owner's instructions and before any stated deadline. The instruction is performed once the Digital Product has been delivered, irrespective of whether it has been activated. The User must protect their Account and any email containing a Digital Product from third-party access. For non-delivery or an activation failure where all applicable requirements have been observed, the User must contact support@gamepayment.io with the Order number and relevant evidence.

6. LIABILITY The parties are liable in accordance with this agreement and applicable law. The Administrator will use reasonable efforts to remedy Website defects not caused by the User's improper use after written notice. The Administrator is not responsible for the acts or omissions of a game rights holder or platform owner, except to the extent a loss arises through the Administrator's own fault. The User bears the risk of incompatibility with the User's equipment, software, settings, account, region or other requirements disclosed for the Digital Product. Neither party is liable for force majeure.

7. TERM AND TERMINATION This agreement takes effect on acceptance and continues indefinitely. The Administrator may terminate it where performance is technically impossible or where there is a reasonable suspicion of fraud or infringement of the Administrator's or third-party rights. Notice is sent to the email address in the latest Order or Account. Either party may also terminate by giving 15 days' notice, without prejudice to obligations already performed.

8. PERSONAL DATA By using the Website and placing an Order, the User provides personal data necessary for performance of this agreement. Processing is governed by the Personal Data Processing Policy published on the Website.

9. CLAIMS AND DISPUTES Before applying to a court, the parties will use a pre-trial claims procedure. Claims should be sent to support@gamepayment.io. A claim will be considered within 30 calendar days. If no settlement is reached, the dispute is submitted to the competent court at the Administrator's place of registration, subject to mandatory applicable law.

10. REPLACEMENT AND REFUNDS A valid Digital Product that has been delivered and is available for use is not exchangeable or refundable merely because the User changes their mind. A successfully completed balance top-up is final. A Digital Product is defective if it was not delivered, cannot be activated, is invalid, or a top-up fails for reasons attributable to the Administrator or its supplier, provided the User complied with all stated requirements. The User must notify support@gamepayment.io within 14 calendar days of delivery and before an activation deadline, if any. If the defect is confirmed, the Administrator will replace the product or, if replacement is impossible, refund the amount paid by the original payment method within 10 business days after its decision. No refund is due where the issue is caused by an incorrect denomination, region, platform or other choice, account incompatibility, incorrect activation, prior use or activation, missed activation deadline, third-party access caused by the User, or withdrawal after valid delivery. This section does not restrict mandatory consumer rights.