

Refund Policy

Cash Loading (Ascyra Shop)

Ascyra is a virtual shop in which the user can purchase any offered shop-item. In order to execute any transactions (to purchase any offered shop-item) the user has to top-up any amount of his/her choice through "Cash Loading" functionality in the respective area within the Ascyra Shop. "Cash Loading" will be executed with the usage of the offered online payment system. Upon successful "Cash Loading"-transaction, the respective amount "real money" will be credited to the users membership account.

All offered shop-items can be purchased with the available credit in the users "Account". Ascyra members agree, that all purchased shop-items are non-refundable. In case the purchase transaction fails and the user does not get the shop-items credited to his account or the user made a purchase by mistake, we recommend contacting us for assistance.

Any claims for non-delivery must be submitted to our Support department by placing a ticket or sending an email within 3 days to support@ascyra.net from the order placing date.

Payment Gateways

Ascyra strives to provide free quality games via the Ascyra and services. Users are not required to purchase in-game items to fully enjoy the services, however, Users may charge Virtual Money to their accounts using our embedded online payment system to acquire those charged Items. Before using either payment gateway, Ascyra recommends you to review their Terms of Service carefully and be sure you agree to their terms separate from this ToS. When you present payment gateway information to Ascyra, you represent to Ascyra that you are the authorized user of such payment gateway account being used to acquire Virtual Money. Ascyra is not affiliated with the embedded online payment system. If any payment is reversed, cancelled or charged back, your Account with us may be immediately suspended without notice or further be terminated if found fraud.