

Refund Policy

Last Updated: June 25, 2026

This Refund Policy applies to Jacado Games, available at <https://jacado.games>, and to any digital games, premium access, online features, score-related features, and related services offered by Jacado Games through the website or through official app marketplaces where applicable (collectively, the "Service").

By purchasing, subscribing to, activating, downloading, or using any paid digital content, game, premium feature, or service offered by Jacado Games, you agree to this Refund Policy. This policy is designed to be fair to users while protecting Jacado Games from misuse, fraudulent claims, and refund requests that are inconsistent with the nature of digital products.

1. Digital Products and Immediate Access

Jacado Games provides digital games and related online functionality. Digital products may become available immediately after purchase, activation, download, account linking, or payment confirmation. Because digital content can be accessed immediately, all payments are final and non-refundable except as expressly stated in this policy or as required by applicable law.

Where the law allows, by purchasing or activating immediate access to digital content or premium features, you consent to immediate performance and acknowledge that cancellation or withdrawal rights may be limited once access has started.

2. Website Purchases

If Jacado Games enables direct purchases through the Jacado Games website, payments may be processed by a third-party payment provider. Jacado Games does not receive or store full payment-card details. Refunds, when approved, will normally be issued to the original payment method and may be subject to the timing, procedures, and limitations of the relevant payment provider.

A refund request for a website purchase must include sufficient information to identify the transaction, such as the purchaser's email address, approximate purchase date, product or game name, and a clear description of the issue.

3. Purchases Through the Apple App Store or Other App Marketplaces

If a game, subscription, in-app purchase, or premium feature is purchased through the Apple App Store, the purchase is billed by Apple and is subject to Apple's own payment and refund rules. Jacado Games cannot directly issue refunds for App Store purchases. Users must submit App Store refund requests through Apple's official refund process.

If purchases are later made available through additional app marketplaces, including Google Play or similar platforms, refund requests for those purchases must be handled through the relevant marketplace unless the marketplace rules clearly allow Jacado Games to process the refund directly.

4. Premium Access Connected to an Account

Jacado Games may allow a paid purchase on one platform to unlock premium access on another platform, such as using an app purchase to access premium features on the Jacado Games website. Such cross-platform access is an entitlement provided as part of the digital service; it does not create a separate refundable purchase on the second platform.

If a marketplace purchase is refunded, reversed, charged back, cancelled, or otherwise invalidated, Jacado Games may remove or suspend the associated premium access on the website and on any linked account.

5. Refund Eligibility

Subject to this policy and applicable law, refunds for direct website purchases may be considered only in limited cases, including:

- Duplicate charges for the same user, product, and period.
- Erroneous charges that can be verified from transaction records.
- A proven technical problem that prevents access to the core paid functionality, provided the problem is reported promptly and cannot be resolved within a reasonable time.
- A legal obligation under applicable consumer-protection law.
- Other exceptional circumstances that Jacado Games decides, at its sole discretion, justify a refund.

6. Non-Refundable Cases

Refunds will generally not be provided in the following situations:

- Change of mind after purchase.
- Dissatisfaction caused by game difficulty, score results, ranking, loss of a hall-of-fame position, or personal preference.
- Lack of use, partial use, or failure to use the game or premium features after purchase.
- Failure to cancel a subscription or recurring payment before the renewal date, where such subscriptions are offered.
- Compatibility issues caused by unsupported devices, unsupported browsers, disabled browser features, outdated operating systems, network restrictions, or third-party software outside Jacado Games' control.
- Temporary interruption, maintenance, update, or unavailability of online features.
- Removal, reset, suspension, or correction of scores, rankings, accounts, or hall-of-fame entries due to suspected cheating, abuse, automation, manipulation, or violation of the Terms and Conditions.
- Purchases made through an app marketplace where the marketplace requires the user to request the refund directly from that marketplace.
- Requests based on promotional price changes, discounts, coupons, or later availability of the same or similar game at a different price.
- Chargebacks or payment disputes initiated without first making a reasonable attempt to contact Jacado Games regarding a direct website purchase.

7. Subscriptions and Renewals

If Jacado Games offers subscriptions, users are responsible for cancelling before the renewal date if they do not want the subscription to renew. Cancellation will normally take effect at the end of the current billing period. Unless required by law or expressly approved by Jacado Games, partial-period refunds, prorated refunds, and refunds for unused time are not provided.

For subscriptions purchased through an app marketplace, cancellation and refund handling must be completed through the relevant marketplace account settings and support channels.

8. Technical Problems

Before approving a refund for technical reasons, Jacado Games may require reasonable cooperation from the user, including a description of the problem, device and browser information, screenshots, transaction details, and attempts to follow reasonable troubleshooting instructions. A technical

inconvenience does not automatically create a refund right if the core paid functionality remains available or can be restored within a reasonable time.

9. Fraud, Abuse, and Chargebacks

Jacado Games reserves the right to reject refund requests that appear fraudulent, abusive, repeated, manipulative, or inconsistent with transaction records. Jacado Games may suspend or terminate access to paid features, accounts, scores, rankings, or hall-of-fame entries in cases of suspected payment fraud, unauthorized use, cheating, automation, manipulation, chargeback abuse, or violation of the Terms and Conditions.

If a chargeback, payment reversal, or payment dispute is opened for a direct purchase, Jacado Games may immediately suspend the related entitlement while the dispute is reviewed.

10. Consumer Rights

Nothing in this Refund Policy is intended to limit non-waivable consumer rights that apply under mandatory law. In jurisdictions where consumers have statutory withdrawal, refund, or cancellation rights that cannot be waived, Jacado Games will comply with those rights. Where legally permitted, immediate access to digital content or digital services may reduce or remove withdrawal rights once performance has begun.

11. Refund Method and Processing Time

Approved refunds for direct website purchases will normally be issued to the original payment method. Processing times depend on the relevant payment provider, bank, card issuer, or marketplace. Jacado Games is not responsible for delays caused by third-party payment processors, app marketplaces, banks, card issuers, or payment networks.

Fees, currency-conversion differences, taxes, bank charges, and payment-provider deductions may be handled according to the rules of the relevant payment provider and applicable law.

12. Data Protection

Information processed in connection with refund requests, such as email address, transaction identifiers, purchase history, correspondence, and technical-support information, will be handled in accordance with the Jacado Games Privacy Policy and applicable data-protection laws.

13. Changes to This Policy

Jacado Games may update this Refund Policy from time to time. The updated version will apply from the date it is published, unless mandatory law requires otherwise. Users should review this policy periodically, especially before making a purchase.

14. Contact

For refund questions regarding direct website purchases, contact Jacado Games through the contact details published on <https://jacado.games> and include the information needed to identify the transaction. For App Store or other marketplace purchases, contact the relevant platform directly.

Quick Summary

Purchase type	Refund handling
Direct website purchase	Reviewed by Jacado Games under this policy.
Apple App Store purchase	Handled directly by Apple through Apple refund channels.
Other app marketplace purchase	Handled by the relevant marketplace unless its rules say otherwise.
Digital content already accessed	Generally final and non-refundable, except where this policy or mandatory law requires otherwise.