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LAVENDER HYPER DRIVE REFUNDS

We understand that sometimes purchases of digital game products don't go as planned. When that happens, we'll help you with the refund.

Refunds are typically issued for requests meeting the following criteria:

- Requests are made within 2 hours of the purchase date
- Requests are for games items or coins in which you have not been utilize

You will be issued a full refund of your purchase within a week of approval. You will receive the refund in LAVENDER HYPER DRIVE Game Account or through the same payment method you used to make the purchase. If, for any reason, LAVENDER HYPER DRIVE is unable to issue a refund via your initial payment method, your LAVENDER HYPER DRIVE Account will be credited the full amount. (Some payment methods available through LAVENDER HYPER DRIVE in your country may not support refunding a purchase back to the original payment method.)

REFUNDS ON IN-GAME PURCHASES

(LAVENDER HYPER DRIVE CONTENT USABLE WITHIN ANOTHER GAME ACROSS THE SITE)

Any in game items purchase through LAVENDER HYPER DRIVE game is refundable within fourteen days of purchase, so long as the in game items has not been consumed, modified or transferred. Please note that in some cases, LAVENDER HYPER DRIVE will be unable to give refunds for example, if the irreversibly levels up a game character through tournament or ranking system). These exceptions will be clearly marked as nonrefundable on the page prior to checkout purchase. Otherwise, in-game purchases in any games are not refundable through LAVENDER HYPER DRIVE.

RENEWABLE SUBSCRIPTIONS

For some content and services, LAVENDER HYPER DRIVE offers periodic (e.g. monthly, yearly) access that you pay for on a recurring basis. If a renewable subscription has not been used during the current billing cycle, you may request a refund within 48 hours of the initial purchase or within 48 hours of any automatic renewal. Content is considered used if any games within the subscription

have been played during the current billing cycle or if any benefits or discounts included with the subscription have been used, consumed, modified or transferred.

Please note that you can cancel an active subscription at any time by going to your account details. Once cancelled, your subscription will no longer automatically renew but you will retain access to the content and benefits of the subscription through the end of your current billing cycle.

REFUNDS ON BUNDLES

You can receive a full refund for any bundle purchased on the LAVENDER HYPER DRIVE Store, so long as none of the items in the bundle have been transferred, and if the combined usage time for all items in the bundle is less than two hours. If a bundle includes an in-game item that is not refundable, LAVENDER HYPER DRIVE will tell you if the whole bundle is refundable during check-out.

PURCHASES MADE OUTSIDE OF LAVENDER HYPER DRIVE

Valve cannot provide refunds for purchases made outside of LAVENDER HYPER DRIVE (for example, from affiliate link purchased from third parties).

LAC BANS

If you have been banned by VAC (the Lavender Anti-Cheat system) on a game, you lose the right to refund that game.

VIDEO CONTENT

We are unable to offer refunds for video content on LAVENDER HYPER DRIVE (e.g. movies, shorts, series, episodes, and tutorials), unless the video is in a bundle with other (non-video) refundable content.

REFUNDS ON GIFTS

Unredeemed gifts may be refunded within the standard two-hour refund period. Redeemed gifts may be refunded under the same conditions if the gift recipient initiates the refund. Funds used to purchase the gift will be returned to the original purchaser.

ABUSE

Refunds are designed to remove the risk from purchasing titles on LAVENDER HYPER DRIVE—not as a way to get free games. If it appears to us that you are abusing refunds, we may stop offering them to you. We do not consider it abuse to request a refund on a title that was purchased just before a sale and then immediately rebuying that title for the sale price.

How to Request a Refund

You can request a refund or get other assistance with your LAVENDER HYPER DRIVE purchases at help.lavenderhyperdrive@gmail.com

Be aware that submitting a request doesn't guarantee a refund, especially if it doesn't meet the above criteria.

If the refund request is approved, you'll see it being processed on your Lavender Hyper Drive account, and you'll no longer be able to access the game. Refunds may take several business days or longer to appear in your account, so you may want to check with your financial institution to understand when the applicable payment method will be credited.