FUNCOM REFUND POLICY

Customers may request a refund within 14 days if the product has not been downloaded. Customers located in some jurisdictions including the EU, U.K, and Australia and certain states may have additional guaranties or statutory warranties that may not be excluded or limited by law.

Consumers seeking a refund in exception to that offered by Funcom's 14 day policy should contact support at: <u>help.funcom.com</u>. (This policy applies only to product purchases made directly from Funcom).