

As of 1 January 2015, the rules around the European Union (EU) VAT place of supply of services have changed. This affects the sales of digital services (broadcasting, telecommunications and e-services) from a business such as Funcom to a consumer (private individuals and non-business entities). The place of taxation is determined by the location of the consumer.

Where digital services are supplied on a business to consumer basis, Funcom is responsible for accounting for VAT on the supply:

- to the tax authority
- at the VAT rate applicable in the consumer's EU member state.

To avoid adding the VAT, Funcom is required to prove a customer is not subject to the EU VAT. The issuing country of your payment instrument will be used to check this. To correct a misplaced VAT, please email a copy of your own or your legal guardian's photo ID, a signed copy of a postmarked envelope addressed to you and your Game login name to: contact@funcom.com.