

# SUPREME ROLEPLAY REFUND POLICY

## 1. Introduction and Scope

1.1 This Refund Policy ("Policy") governs all refund requests, cancellations, and charges related to services provided by Supreme Roleplay ("Company", "we", "us", or "our") through our website <https://gta5supreme.com> and associated platforms.

1.2 This Policy applies to all customers ("Customer", "you", or "your") who purchase or submit to our services, including but not limited to:

- Virtual currency and in-game items
- Premium memberships and subscriptions
- Server access packages
- Custom character development services
- Technical support services
- Any other digital or physical products offered by Supreme Roleplay

1.3 By making a purchase, you acknowledge that you have read, understand, and agree to be bound by this Refund Policy.

## 2. General Refund Principles

2.1 **No Automatic Support:** All sales are considered final unless exclusively stated otherwise in this Policy or required by applicable law.

2.2 **Refund Eligibility:** Support are granted solely at the discovery of Supreme Roleplay management and are subject to the specific terms outlined in this Policy

2.3 **Time Limitations:** Refund requests must be submitted within the applicable timeframes specified in this Policy.

2.4 **One-Time Refund:** Each customer is limited to one refund per account per calendar year, unless exceptional circumstances apply

### 3. Refund Eligibility by Service Type

#### 3.1 Virtual Currency and In-Game Items

- **No Support:** Virtual currency, in-game items, weapons, vehicles, and other digital assets are non-refundable once delivered to your account
- **Exceptions:** Support may be considered only if the item was never received due to technical errors on our part
- **Time Limit:** Refund requests must be submitted within 24 hours of purchase

#### 3.2 Premium Memberships and Subscriptions

- **Monthly Subscriptions:** No support for partial months. Cancellation takes effect at the end of the current billing period.
- **Annual Subscriptions:** Support may be considered within 7 days of initial purchase, promoted for unused months
- **Lifetime Memberships:** Non-refundable once activated.

#### 3.3 Server Access Packages

- **No Support:** Once server access is granted, no funds are provided.
- **Technical Issues:** If server access failures due to our technical problems, we will extend access time rather than provide funds.

#### 3.4 Custom Character Development Services

- **Before Work Begins:** Full refund if cancelled before any work has committed.
- **During Development:** Partial refund based on work completed, minus 25% cancer fee.
- **After Completion:** No funds once the custom character is delivered.

#### 3.5 Technical Support Services

- **No Support:** Technical support services are non-refundable once provided.
- **Unsatisfactory Service:** If service quality is below our standards, we will provide additional support time rather than funds

## 4. Refund Request Process

### 4.1 Submission Requirements

All refund requests must include:

- Complete customer information (name, email, account username)
- Order number or transaction ID
- Date of purchase
- Detailed reason for refund request
- Screenshots or evidence supporting the request (if applicable)
- Contact information for follow-up communication

### 4.2 Submission Methods

Refund requests must be submitted through:

- Email: [support@gtasupreme.com](mailto:support@gtasupreme.com)
- Technical Support section on our forum website
- Official Discord server

### 4.3 Response Timeline

- **Initial Response:** Within 24-48 hours of submission
- **Final Decision:** Within 5-7 business days
- **Refund Processing:** 3-5 business days after approval

## 5. Valid Refund Reasons

### 5.1 Technical Issues

- Service completely unusable due to our technical problems
- Items never delivered due to system errors
- Account access permanently blocked due to our errors
- Server downtime excepting 48 consecutive hours

### 5.2 Billing Errors

- Duplicate charges
- Incorrect amounts charged
- Unauthorized charges

- Billing system malfunctions

### **5.3 Service Misrepresentation**

- Service features significantly different from advanced
- Service quality substantially below promoted standards
- False advising claims provision valid

## **6. Invalid Refund Reasons**

### **6.1 Customer-Related Issues**

- Change of mind or buyer's remorse
- Failure to read service descriptions
- Incompatibility with customer's system
- Customer's technical inclusion
- Violation of our Terms of Service
- Account suspension or ban due to rule violations
- Loss of interest in the game or service

### **6.2 External Factors**

- Internet connectivity issues
- Computer hardware problems
- Third-party software conflicts
- Regional restrictions or legal changes
- Force majeure events

## **7. Refund Methods and Processing**

### **7.1 Refund Methods**

- **Original Payment Method:** Support will be processed to the original payment method used for the purchase
- **Store Credit:** At our discovery, funds may be provided as store credit for future purchases
- **Bank Transfers:** For certain payment methods, bank transfers may be required (additional processing time applications)

## 7.2 Processing Fees

- **Credit Card Support:** No additional fees
- **Bank Transfer Support:** \$15 processing fee deducted from refund amount
- **International Support:** Additional fees may apply based on your bank's policies

## 7.3 Refund Timeline

- **Credit Cards:** 3-5 business days
- **PayPal:** 1-3 business days
- **Bank Transfers:** 5-10 business days
- **Cryptocurrency:** 1-7 days (depending on blockchain confirmation)

## 8. Partial Support and Credits

### 8.1 Partial Refund Calculation

Partial funds are calculated based on:

- Unused portion of service
- Time remains on subscription
- Work completed vs. work promoted
- Any applicable cancellation fees

### 8.2 Store Credit System

- Store credit expires after 12 months
- Store credit cannot be converted to cash
- Store credit is non-transferable
- Store credit may be used for any future purchases

## 9. Cancellation Policies

### 9.1 Subscription Cancellations

- **Immediate Effect:** Cancellation takes effect at the end of the current billing period
- **No Support:** No support for partial billing periods
- **Reactivation:** Cancelled subscriptions can be reactivated at current rates

## 9.2 Service Cancellations

- **Before Commencement:** Full refund minus 10% processing fee
- **During Service:** Partial refund based on work completed
- **After Completion:** No support available

## 10. Chargeback and Dispute Resolution

### 10.1 Chargeback Policy

- **Immediate Account Suspension:** Any chargeback results in immediate account suspension
- **Investigation Required:** Account reinstatement requires investigation and resolution
- **Additional Fees:** \$25 chargeback processing fee applications
- **Legal Action:** We reserve the right to pursue legal action for fraudulent charges

### 10.2 Dispute Resolution Process

1. **Internal Review:** Initial review by our customer service team
2. **Management Review:** Escalation to management if necessary
3. **Mediation:** Third-party media if international resolution fail
4. **Legal Proceedings:** Final recourse through legal channels if required

## 11. Special Circumstances

### 11.1 Force Majeure Events

- Natural disasters
- Government actions
- Internet infrastructure failures
- Third-party service provider issues
- No funds provided for force majeure events

### 11.2 Legal Requirements

- Support may be required by applicable consumer protection laws
- We will comply with all legal requirements
- Local laws may override this Policy

### **11.3 Exceptional Circumstances**

- Management may grant support in exceptional cases
- Such decisions are final and non-appealable
- Documentation and evidence may be required

## **12. Account Actions After Refund**

### **12.1 Immediate Actions**

- **Account Suspension:** Account may be suspended during refund investigation
- **Service Termination:** All services may be terminated upon refund approval
- **Data Removal:** Customer data may be permanently deleted

### **12.2 Future Restrictions**

- **Repurchase Limitations:** Future purchases may be restricted
- **Account Monitoring:** Enhanced monitoring for future transactions
- **Prepayment Requirements:** Cash on delivery or prepayment may be required

## **13. Documentation and Record Keeping**

### **13.1 Customer Records**

- All refund requests are documented and stored
- Communication history is maintained
- Evidence and supporting documents are archived
- Records are retained for 7 years

### **13.2 Audit Trail**

- Complete transaction history maintained
- Refund decision rationale documented
- Management approval required for all funds
- Regular audits conducted

## **14. Policy Updates and Modifications**

### **14.1 Notification Requirements**

- Policy changes will be posted on our website
- Continued use constitutes acceptance of new terms

### **14.2 Version Control**

- Policy version number maintained
- Change log available upon request
- Previous versions archived
- Effective dates clearly marked

## **15. Contact Information and Support**

### **15.1 Refund Department**

- **Email:** [support@gta5supreme.com](mailto:support@gta5supreme.com)
- **Response Time:** 24-48 hours
- **Business Hours:** Monday-Friday, 9:00 AM - 6:00 PM IST [GMT +05:30]

### **15.2 General Support**

- **Email:** [support@gta5supreme.com](mailto:support@gta5supreme.com)
- **Website:** <https://gta5supreme.com/support>
- **Discord:** <https://discord.gg/RMkeqAsh2k>

### **15.3 Escalation Process**

1. Customer Service Representative
2. Team Lead
3. Department Manager
4. Company Director

## **16. Legal and Jurisdiction**

### **16.1 Governing Law**

This Policy is governed by the laws of India, without regard to conflict of laws principles.

### **16.2 Jurisdiction**

Any disputes arising from this Policy shall be resolved in the courts of India.

### 16.3 Severability

If any provision of this Policy is found to be unenforceable, the remaining provisions shall remain in full force and effect.

### 16.4 Unethical Payment Methods and Carding

**16.4.1 Zero Responsibility for Unethical Payments:** Supreme Roleplay assets absolutely no responsibility for any consequences arising from customers using cards, stolen credit cards, uniformized payment methods, or any other unethical or illegal payment practices

**16.4.2 Immediate Account Actions:** Any account found to have used unusual payment methods is subject to immediate and permanent consequences including but not limited to:

- Permanent account ban without possibility of appeal
- Complete removal of all in-game obtained rewards, currency, and items
- Elevation of account status to "banned" with public notification
- Reporting to relevant authorities and payment processors
- Legal action against the account holder

**16.4.3 Payment Verification:** We reserve the right to:

- Investigate any suspicious payment activity
- Hold accounts pending payment verification
- Require additional identity verification
- Report suspicious activity to financial institutions
- Cooperate with law enforcement agencies

**16.4.4 No Support for Banned Accounts:** Accounts banned due to unethical payment methods (but not limited to) in-game rules violation are not eligible for any support, credits, or compensation of any kind.

**16.4.5 Customer Acknowledgment:** By making any payment, you acknowledge that:

- You are the legal authority of the payment method used
- You have authorization to use the payment method
- You understand the consequences of using unethical payment methods
- You accept full responsibility for any violations

## **17. Final Provisions**

### **17.1 Entire Agreement**

This Refund Policy constitutes the entire agreement between you and Supreme Roleplay regarding support and cancellations.

### **17.2 Waiver**

No waiver of any provision of this Policy shall be effective unless in writing and signed by an authorized representative of Supreme Roleplay

### **17.3 Survival**

Sections relating to dispute resolution, legal jurisdiction, and record keeping shall survive the termination of this Policy

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**Effective Date:** 13-08-2025

**Policy Version:** 1.0

**Last Updated:** 13-08-2025

#### **Contact Information:**

- **Company:** Supreme Roleplay
- **Website:** <https://gta5supreme.com>
- **Email:** [support@gta5supreme.com](mailto:support@gta5supreme.com)