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Refund Policy

Last updated: 8 May 2026

This Refund Policy applies to all purchases made through the VoidRift Service operated by **ATS All Technology Solutions (Pty) Ltd** ("ATS", "we", "us", or "our"), including subscriptions, Bonds packs, and Platinum packs. Read this together with our Terms of Service.

1. Digital Goods — All Sales Are Final

VoidRift sells digital goods and services that are delivered electronically and consumed inside the Game. Once Bonds, Platinum, or any other Virtual Goods have been credited to your account, the purchase is considered **delivered and final**. Except as expressly set out below, or where required by South African mandatory law, we do not offer refunds, partial refunds, credits, or returns on Virtual Goods.

2. Subscriptions

- Subscriptions auto-renew at the end of each billing period until cancelled by you.
- You may cancel at any time via the in-game billing portal (which opens PayPal's secure subscription manager).
- Cancellation takes effect at the **end of the current billing period**. Subscription benefits remain active until that date.
- We do **not** issue partial or pro-rata refunds for the current period when you cancel.
- Once a renewal payment has been processed, that period is non-refundable.

3. CPA Cooling-Off — Why It Doesn't Apply Here

Section 44 of the Electronic Communications and Transactions Act 25 of 2002 provides a seven-day cooling-off right for certain electronic transactions. That right **does not apply** to the supply of goods or services that, by their nature, cannot be returned, including digital content that is unsealed, downloaded, or otherwise consumed by you. Virtual Goods credited to your account are treated as consumed on delivery.

4. Limited Exceptions

We will review a refund request, in good faith and at our sole discretion, in the following situations:

- **Non-delivery:** you were charged but the Virtual Goods were not credited to your account, and the issue is not resolved by re-syncing the transaction.
- **Duplicate charge:** PayPal charged you more than once for the same purchase.
- **Demonstrable billing error** attributable to us (for example, the wrong amount was charged due to a fault on our side).
- **Unauthorised purchase** made from your account, where you can demonstrate the account was compromised through no fault of your own and you reported it to us promptly.

Where we approve a refund, it will be issued via the original payment method through PayPal. Refund processing times are determined by PayPal and your card-issuing bank (typically 5–14 business days).

5. What We Do Not Refund

- "Buyer's remorse" or change of mind after Virtual Goods have been delivered.
- Loss of in-game assets due to gameplay (e.g. PvP losses, raid losses, contraband seizures, marooning).
- Account suspension or termination for breach of the Terms of Service.
- Game balance changes, content removal, or feature changes that affect the perceived value of previously purchased items or subscriptions.
- Subscription periods where the renewal has already been billed and the service has been provided, in whole or in part.
- Transactions you initiated knowingly, even if you did not subsequently use the Virtual Goods.

6. Chargebacks

If you have an issue with a charge, please contact us first — most disputes can be resolved quickly. Initiating a chargeback or payment-reversal request with your bank **without first contacting us** may result in:

- Immediate suspension or termination of your account.

- Forfeiture of all Virtual Goods, subscription time, and progress on the affected account.
- A permanent ban from creating new accounts.

Fraudulent chargebacks may be referred for collection or legal action.

7. How to Request a Refund

To request a refund review under one of the limited exceptions above, email us with:

- The email address associated with your VoidRift account.
- Your in-game pilot callsign.
- The PayPal transaction reference (visible on your receipt).
- The date and amount of the charge.
- A clear description of the issue and any relevant screenshots.

Send the request to info@voidrift.global. We aim to respond within five (5) business days.

8. Statutory Rights

Nothing in this Refund Policy excludes or limits any rights you may have that cannot be excluded under the South African Consumer Protection Act 68 of 2008 or any other applicable mandatory law.

9. Changes to This Policy

We may update this Refund Policy from time to time. The "Last updated" date at the top of this page reflects the most recent revision. Changes apply prospectively to purchases made after the change.

10. Contact

- **ATS All Technology Solutions (Pty) Ltd**
- 62 Glenwood Road, Lynwood Glen, South Africa
- Email: info@voidrift.global