

Refund Policy

Last updated October 02, 2025

Thank you for your purchase, we hope you are happy with the product. However, if you are not completely satisfied with the transaction for any reason, you may request a refund. Please see below for more information on our return policy.

Please note that we only sell digital goods, and our policy is therefore a **Refund Policy** and not a Return Policy. Upon approved refund, your access and license to the product will be **deactivated** without a physical return.

REFUNDS

After receiving your request for a refund, your product will be deactivated, or access revoked, where possible. Please allow at least seven (7) days from sending, to process the request. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your refund request has been processed.

EXCEPTIONS

- **Consumer Statutory Rights and Governing Law**

Nothing in this return policy limits any consumer's mandatory statutory rights, including but not limited to the rights guaranteed under the EU/EEA Consumer Rights Directive and the Norwegian **Angrerettloven** (Right of Withdrawal Act). Our policies are in addition to, and do not restrict, these rights. Any legal disputes shall primarily be governed by the laws of Norway.

- **Additional Refund Policy**

For full-featured games, a refund can be issued provided the game has not been played longer than **two hours**, and the request is made within **48 hours of purchase**. When a refund is granted, the game will be deactivated, and the license made void.

- **Digital Accessories and Items**

For digital skins, accessories, or other in-game items purchased directly from us, a refund can be issued within **48 hours** of purchase, provided the item has not been used, is de-linkable from the user's account, and can be fully revoked by iSpec Studios. Items marked as 'Final Sale' are exempt from this policy.

QUESTIONS

If you have any questions concerning our refund policy, please contact us at:

post@ispec.ws