



# REFUND POLICY

If you have made a purchase on our online store and you would like to request a refund, you can do so in writing. You need to write an email to [financialsupport@butr.uk](mailto:financialsupport@butr.uk), quoting your payment reference and the amount you paid. Please check below to see if you are eligible for a refund.

## ELIGIBILITY CRITERIA FOR A REFUND

### PURCHASES IN THE UK & EU

- You have a 14-day cooling off period where you can change your mind on the purchase. If the item is defective, you have up to 30 days to request a refund. Your 14-day cooling off period expires when you have downloaded or redeemed the content – you have waived your right to the cooling off period when you download or redeem.
- Payments made as donations to support BUTR's projects are gifts given to us voluntarily. As these are not made in exchange for any goods or services, you are not able to request a refund on them.
- Refunds will be made to the original payment method or store credit. You are able to pick which one. However, if you have purchased with store credit, you are only allowed to receive a refund in store credit.

### PURCHASES MADE OUTSIDE OF THE UK & EU

- You have a 48-hour grace period on the purchase where you can change your mind on the purchase. If you have consumed the content, you are not eligible for this. If the item is faulty, we will issue a refund if we're not able to fix the issue.
- Payments made as donations to support BUTR's projects are gifts given to us voluntarily. These donations are not eligible for the 48-hour grace period and we will not refund them.
- Refunds will be made to the original payment method or store credit. You are able to pick which one. However, if you have purchased with store credit, you are only allowed to receive a refund in store credit.



## ISSUES OUT OF OUR CONTROL

We do not provide refunds if:

- You have been banned from using services required to access our content, such as Microsoft account, unless you meet the refund eligibility criteria listed above prior to the ban
- We make a business decision to stop providing you with services, however any unused/unredeemed content will be refunded at our discretion, unless the decision was due to a breach of our terms and conditions.

## LEGAL

BUTR Corporation LTD or any of its divisions are not endorsed by Mojang AB or Microsoft Corporation.

If you create a fraudulent chargeback, we may block you from using our services for fraudulent activities. We reserve the right to protect our company from fraud.

We're a registered company limited by shares registered in the United Kingdom (England and Wales) under company number 16678872.

We're registered with the ICO for data protection under the Data Protection Act 2018, you can find out more about our registration by going to <https://ico.org.uk/ESDWebPages/search.>

All of our other legal documents are viewable at <https://legal.butr.uk>, including past copies of the documents if anything has been modified.

If you have any questions or concerns, and would like to get some support, please contact [financialsupport@butr.uk](mailto:financialsupport@butr.uk), if you have a legal concern or a data request, please email [legal@butr.uk](mailto:legal@butr.uk), we are required to provide you with the data requested within 30 days, or longer if required – if we're not able to provide you with the data requested, we'll let you know.

Checkout is handled by Tebex Limited, they handle and process your data and take the payment on our behalf. Their ICO registration number is ZA226732.

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