

Withdrawal, Cancellation and Refund Information

Legacy of Sol™ supporter display packages

Effective from: 15 August 2026

1. General rule

The purchased supporter package is a supporter display service. The package fee is not consideration for a Legacy of Sol™ game pre-order or pre-sale. A game copy, early access and alpha/beta testing access linked to eligible tiers are bonuses with no separately allocated price.

This notice summarises withdrawal, cancellation and refund options for customers who qualify as consumers. The statutory 14-day consumer right does not apply to business customers.

2. 14-day withdrawal/cancellation right for consumers

A consumer may generally withdraw from a distance service contract without giving a reason, or cancel it after performance has begun, within 14 days from conclusion of the contract unless a statutory exception applies.

A statement may be sent to info@legacyofsolgame.com and should preferably include name, email, order reference, amount/currency paid and an unequivocal withdrawal/cancellation statement.

At checkout, the consumer separately requests that performance of the supporter display service begin before the end of the 14-day period. Performance begins after successful payment when unique editing access and the supporter-display system are made available. If the consumer then lawfully cancels during the 14-day period, the proportionate price for the service performed until notice may be accounted for as permitted by law and the remainder is refunded.

Public supporter display is optional. Disabling or not activating public display does not extend the 14-day period because the supporter-display service and editing capability are available after successful payment.

3. Separate contractual refund commitment

If the final Legacy of Sol™ game has not become publicly available by 31 December 2027, a holder of a Settler or higher tier may, under a separate contractual commitment independent of the statutory 14-day right, request a refund of the package fee paid.

Once the separate refund is approved, remaining game- and test-access bonus entitlements attached to that package terminate. Reasonable changes to development schedule or content do not by themselves create a separate automatic refund right where the 31 December 2027 condition is not met and mandatory law does not provide otherwise.

4. Failed, erroneous or duplicate payments

If a transaction appears charged but is not recorded as successful, or the same amount is mistakenly charged more than once, the Service Provider investigates using the order and transaction identifiers. Any amount collected without legal basis or duplicated in error is refunded.

5. Refund method and timing

Approved refunds are normally made to the original payment method: through Stripe for Stripe transactions and through SimplePay for SimplePay transactions. Refund currency normally matches the original payment currency.

The Service Provider initiates legally due refunds without undue delay and within the applicable statutory deadline. Actual posting time also depends on the payment provider and card-issuing bank.

6. Model withdrawal/cancellation statement

To: LittleShark Marketing Kft.

Postal address: 4034 Debrecen, Szamos utca 18., Hungary

Email: info@legacyofsolgame.com

I hereby give notice that I withdraw from / cancel my contract for the following Legacy of Sol™ supporter display package:

Customer name: _____

Customer email: _____

Order reference: _____

Amount paid and currency: _____

Date of contract/payment: _____

Date: _____ Signature (paper statement only): _____

7. Complaints and remedies

Refund enquiries and complaints may be sent to info@legacyofsolgame.com. Consumers may also contact the competent conciliation body, consumer-protection authority or court.

8. Main legal references

Consumer withdrawal/cancellation is governed in particular by Hungarian Government Decree 45/2014 (II. 26.) and applicable European Union consumer law.