

Refund & Cancellation Policy

Last updated: 12 May 2025

This Refund & Cancellation Policy ("Policy") sets out the conditions under which Wire Solutions EU s.r.o., registered at Na Prikope 583/15, 110 00 Prague 1, Czech Republic, Company ID 10920319, VAT CZ10920319 ("Digibolt", "we", "our", "us"), accepts cancellations and issues refunds for purchases made on <https://digibolt.online> ("Website").

Purchasing from us constitutes acceptance of this Policy. By ticking the checkbox during checkout, you expressly request immediate delivery of the digital goods and acknowledge that this waives your statutory 14-day right of withdrawal under 1837(I) of the Czech Civil Code. Please read the Policy carefully before finalising payment.

1. Definitions

- Digital Goods non-tangible, irrevocable products delivered electronically, including but not limited to game credits, gift-card PINs, e-vouchers and crypto top-up codes.
- Order a completed transaction for Digital Goods placed via the Website.
- Defect a code or voucher that cannot be activated or redeemed because it is invalid, duplicated, expired or already redeemed prior to delivery.

2. Eligibility for Refund

We will issue a full refund of the purchase price (including VAT) if all of the following conditions are met:

- 1. The Digital Goods delivered are Defective or the wrong product/denomination was sent.**
- 2. You notify us without undue delay (bez zbytečného odkladu) after receiving the Digital Good**
- 3. You provide evidence of the defect (e.g. a screenshot of the redemption error message) and**
- 4. Our support team verifies the defect with the supplier/platform.**

If verification confirms the Defect, the refund will be processed to the original payment method within 5 business days of confirmation.

3. Non-Refundable Situations

Refunds will not be granted when:

- The Digital Goods have been successfully redeemed/activated.
- The failure to redeem is due to regional restrictions, account bans or Terms-of-Service violations on the customer side.
- An incorrect e-mail address or wallet number was provided by the customer.
- The request is submitted after the 14-day window.
- "Change-of-mind" or mistaken purchases of the correct, functioning product.

Statutory rights under Czech and EU consumer law remain unaffected.

4. Order Cancellation

- Before delivery: You may cancel an Order free of charge if it has not yet been fulfilled. Contact us immediately via live chat or e-mail quoting the Order number.
- After delivery: Delivered Digital Goods are non-cancellable due to their instant-use nature, except in the case of Defects as defined in Section 2.

5. How to Request a Refund or Cancellation

- 1. Write to support@digibolt.online with the subject line Refund Request Order #XXXX.**
- 2. Include: Order number, date of purchase, product name/denomination, reason for refund and**
- 3. Our team will acknowledge receipt within 1 business day and may request additional information**
- 4. You will receive a decision e-mail within 5 business days.**

6. Refund Method & Timing

- Approved refunds are credited to the same payment method originally used, and the credit is issued within 5 business days of approval, in line with Visa Core Rules 11.5.1 and Mastercard TPR 11.2.
- Processing time on our side: within 5 business days after approval.
- Your bank or card issuer may take additional time to post the funds; we are not responsible for their processing delays.

7. Contact Information

- E-mail: support@digibolt.online
- Phone (international): +420 228 888 064
- Mailing address: Wire Solutions EU s.r.o., Na Prikope 583/15, 110 00 Prague 1, Czech Republic

Customer care is available MondayFriday, 09:0018:00 CET (UTC +1/+2).

8. Governing Law & Dispute Resolution

Consumers may also submit complaints via the European Commissions ODR platform:
<https://ec.europa.eu/consumers/odr>.

You may also address your complaint to the Czech Trade Inspection Authority (Ceska obchodni inspekce), Stepanska 15, 120 00 Praha 2, Czech Republic <https://www.coi.cz>.

This Policy is governed by the laws of the Czech Republic and applicable European Union regulations. Any dispute that cannot be settled amicably may be referred to the Czech Trade Inspection Authority (CTIA) or to the competent courts of Prague 1.

9. Amendments

We may update this Policy from time to time. Material changes will be announced on the Website at least 14 days before they take effect. Continued use of the Website after the effective date constitutes acceptance of the revised Policy.

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