

# Public Offer Agreement

## 1. General Provisions

1.1. The terms and rules set forth below constitute the official Public Offer and public agreement of the resource <http://sultansgame.com> — hereinafter referred to as the Internet Resource. The beneficiary in case of payment in hryvnias (UAH button) is LLC “Assistant Systems” — hereinafter referred to as the Seller.

1.2. According to the provisions of Articles 633 and 641 of the Civil Code of Ukraine, the terms of the public offer and public agreement are the same for all visitors of the resource. In accordance with Part 2 of Article 642 of the Civil Code of Ukraine, visiting and registering on the website <http://sultansgame.com> constitutes acceptance of this offer and is equivalent to concluding an agreement under the terms set forth below.

1.3. Without actual agreement with the terms of this offer, making a purchase is technically impossible. In addition to clause 1.2, the agreement occurs by the Buyer personally selecting the checkbox “I accept the terms of use” during each purchase attempt. By default, this checkbox is not selected.

1.4. The use of the content and functions of <http://sultansgame.com> indicates full understanding of all clauses of the Offer, the language in which the Offer is presented, and the language in which the materials of the resource are presented.

1.5. The visitor of the resource accepts the content and functions of the website entirely “as is” and waives any claims regarding national affiliation and the languages used on the resource.

1.6. Repeated and systematic use of the resource <http://sultansgame.com> indicates the visitor’s full satisfaction with the content and functions of the resource.

1.7. In case of disagreement with or misunderstanding of any part of this offer, the visitor of the Internet resource <http://sultansgame.com> must stop using it and viewing the content of the resource.

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## 2. Terms and Definitions

2.1. In this offer, unless the context requires otherwise, the following terms have the following meanings:

“**Online Store**” — in accordance with the Law of Ukraine “On Electronic Commerce”, a means for presenting and selling goods, works, or services by concluding an electronic transaction.

**“Acquirer”** — an acquiring company or bank through which payment is made in the Online Store.

**“Seller”** — the company that sells the goods presented in the Online Store.

**“Buyer”** — an individual who enters into a transaction with the Seller under the terms set forth in this offer.

**“Coupons”** — the internal currency of the Internet Resource used to activate and extend access to the content and functions of the Internet Resource and/or to purchase additional functions described on the main page of the resource <http://sultansgame.com>.

**“Access”** — uninterrupted use of the resource <http://sultansgame.com> for a limited period, during which materials, content, and functions of the resource are available.

**“Personal Account”** — the Buyer’s personal account containing the personal balance with the number of purchased Coupons, a settings panel, purchase history, and Coupon usage history.

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## 3. Subject of the Agreement

3.1. For full use of the service <http://sultansgame.com>, the Buyer personally creates a Personal Account according to the instructions available at the link:

<http://sultansgame.com/wp/botfaq-ru/>

From the moment the Personal Account is created, the Buyer receives the opportunity to purchase Coupons provided that each clause of this Offer is fully and unconditionally accepted.

If the Buyer does not understand, does not accept, or partially disagrees with any clause of this Offer, the Buyer must stop viewing and using <http://sultansgame.com>.

3.2. The Seller transfers ownership of Coupons to the Buyer, and the Buyer pays their cost and accepts and uses the Coupons under the terms of this offer.

This offer regulates the purchase and sale and the return of Coupons in the Online Store, including:

- voluntary selection by the Buyer of the number of Coupons in the Online Store
- independent payment by the Buyer for the selected number of Coupons in the Online Store
- crediting by the Seller of the paid number of Coupons to the Buyer’s personal account
- return of coupons (refund for unused coupons)

3.3. The Buyer uses Coupons to activate or extend Access to the resource <http://sultansgame.com>.

3.4. The history of Coupon usage is available in the “History” tab in the Personal Account.

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## 4. Order Placement Procedure

4.1. The Buyer has the right to purchase any number of Coupons in the Online Store, but the minimum quantity is 20 units.

4.2. Each subsequent purchase may include any number of coupons provided that the minimum quantity of 20 units per purchase is maintained.

4.3. To purchase Coupons, the Buyer clicks on the \$ symbol in the top menu of the Personal Account displayed next to the personal balance.

After that, the Buyer receives repeated information about the price of Coupons and their usage, selects the required quantity, chooses the payment currency, agrees with the current offer by checking the checkbox “I accept the terms of use”, and is redirected to the Acquirer’s page to complete the payment process.

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## 5. Payment Procedure

5.1. Payment in the Online Store is made using bank cards or other payment methods available in the Online Store.

5.2. The necessary amount for completing the purchase is charged after all required details requested by the Acquirer are entered and the transaction is confirmed using 3D Secure.

Payments are made in hryvnias.

5.3. In case the funds are not credited or the payment fails, the Online Store reserves the right to cancel the order.

5.4. Coupons are credited to the Buyer’s individual account automatically after the funds are received to the Online Store’s payment details.

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## 6. Rights and Obligations of the Parties

6.1. The Seller has the right to:

- conduct an audit of Coupon usage at the Buyer’s request or on its own initiative in case of suspicion of fraudulent or dishonest manipulations
- unilaterally terminate the provision of services if the Buyer violates the terms of this offer or improperly fulfills them

6.2. The Seller must credit the paid number of Coupons to the Buyer's personal account in the Online Store system.

6.3. Before using the resource, the Buyer must study the user instructions available at:

<http://sultansgame.com/wp/botfaq-ru/>

The instructions are presented in a "Question–Answer" format and constitute a comprehensive training material for the successful use of certain functions of the resource.

If additional questions arise, the Buyer contacts technical support via the "Contacts" section.

6.4. The Buyer has the right to:

- receive Coupons to their personal account
- use Coupons at their own discretion at any time in order to activate access to the content or services presented in the Online Store

6.5. The Buyer must pay for the credited number of Coupons to their own account and must not perform any actions that would allow receiving coupons free of charge.

The exception is receiving Coupons for free as part of promotional campaigns organized by the Seller.

6.6. The Buyer voluntarily waives any financial claims and compensation in case of malfunctions of <http://sultansgame.com> or sudden termination of the operation of this resource.

6.7. The absence of complaints from the Buyer to technical support (contacts are provided in the "Contacts" section) indicates full satisfaction with the content and functionality of the resource during its use.

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## 7. Liability of the Parties

7.1. The parties are liable for improper fulfillment of the terms of this offer and for violations of the legislation of Ukraine.

7.2. The Seller is not responsible for the content and accuracy of the information provided by the Buyer during registration of the Personal Account, payment, or any other actions in the Online Store.

7.3. The Seller bears no responsibility in case of unexpected termination of the operation of the resource <http://sultansgame.com> due to force majeure circumstances or actions of third parties that may cause blocking of access to the Buyer's Personal Account or destruction of the operation of the resource <http://sultansgame.com> as a whole.

7.4. Any malfunctions of the Online Store the Seller attempts to eliminate as soon as possible from the moment they become known.

7.5. The Seller is not responsible and does not provide compensation for downtime or malfunctions in the operation of the resource <http://sultansgame.com>.

7.6. The Seller is not responsible for illegal actions of the Buyer committed using the resource <http://sultansgame.com>.

7.7. The Buyer bears personal responsibility for configuring the operation settings in the Personal Account.

7.8. Any attempts by the Buyer to obtain Coupons for free or actions equivalent to such attempts, or actions aimed at receiving reimbursement for already used Coupons, are regarded as an attempt to possess another person's property (theft) and may entail consequences provided by the current legislation of Ukraine.

7.9. The Buyer is responsible for all actions and any damage caused to individuals, legal entities, the state, or moral principles by such actions personally, even if they were performed under the Buyer's access to the resource <http://sultansgame.com> by third parties.

7.10. The Buyer is responsible for the accuracy of the information provided when making purchases and using the resource <http://sultansgame.com>.

The Buyer gives unconditional consent to the collection, processing, use, and storage of their personal data in accordance with the Law of Ukraine "On Personal Data Protection".

7.11. The parties agree to make every effort to resolve any disputes exclusively through negotiations.

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## 8. Other Conditions

8.1. The Online Store reserves the right to unilaterally change the terms of this offer.

8.2. The Online Store was created to organize the remote sale of Coupons used to access the content of the resource <http://sultansgame.com>.

8.3. Payment by the Buyer for the independently selected number of Coupons is additional evidence of full and unconditional acceptance of all terms of this offer.

8.4. The actual date of electronic agreement between the parties is the date of acceptance of the terms in accordance with Article 11 of the Law of Ukraine "On Electronic Commerce".

8.5. The use of the main page of the resource <http://sultansgame.com> for previewing, familiarization, and studying its capabilities is free of charge.

8.6. Information provided by the Buyer is confidential. The Online Store uses information about the Buyer exclusively for order processing, sending information, and resolving disputes.

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## 9. Refund Procedure

9.1. The company LLC “Assistant Systems”, representing the Online Store, holds the rights to reproduce, distribute the content of the resource <http://sultansgame.com>, and organize access to it without any restrictions.

9.2. When selling Coupons through the Online Store <http://sultansgame.com>, LLC “Assistant Systems” complies with the legislation of Ukraine and follows its requirements.

9.3. The goods of the Online Store are Coupons transferred to the Buyer without the use of any physical media through the Internet. This product is purely virtual.

9.4. The Buyer may refuse to purchase Coupons at any time before they are credited to the personal account on the resource <http://sultansgame.com>.

9.5. The Buyer has the right to request a refund only for unused coupons from the personal account <http://sultansgame.com> in the following cases:

- in case of mistaken payment
- inability to spend coupons if the resource stops functioning
- refusal to use the resource with permanent blocking of access to it
- in case access to the resource is blocked

9.6. The Buyer understands and unconditionally agrees that used (activated) coupons are not subject to refund and waives any financial claims regarding used coupons.

The history of coupon usage is stored and always available in the “History” menu in the Personal Account.

9.7. The Buyer voluntarily agrees that in case of sudden termination of the functioning of <http://sultansgame.com>, used coupons are also not subject to refund and waives any financial claims regarding used coupons.

9.8. If one or more situations occur that give the right to request a refund (listed in clause 9.5), the Buyer contacts the Seller using at least two communication channels listed in the “Contacts” section and describes the situation in detail.

After receiving the information, the Seller carefully examines the situation and within 30 days must notify the Buyer of the decision regarding the refund or provide a reasoned refusal.

If the refund decision is positive, the funds will be returned to the Buyer to the specified payment details within 5 days from the date of the decision.

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Any copying or use of the content of this Offer on other resources without the consent of the copyright holder is prohibited.

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