Security and refunds

Effective date: 9 November 2026
English-language RichDay service

1. Provider and scope

This policy applies to digital services ordered under the English-language RichDay offer from Fuix Cloud Software - FZCO. Fuix Cloud Software - FZCO. Registered address: Dubai Digital Park, Dubai Silicon Oasis, Building A1, Dubai, UAE. LEI: 984500R55B3FF037QF03. D-U-N-S: 85-019-0097. Customer support: support@richday.net.

It supplements the Terms of Service and describes current payment methods, security precautions, delivery problems and refund requests. Mandatory consumer rights prevail over any conflicting term.

2. Current payment method

The English-language checkout currently offers cryptocurrency payments through Heleket. Only use the asset, blockchain network, destination, amount and validity period shown on the payment invoice. Availability depends on the platform, the transaction and applicable legal restrictions. Stripe and card payments are not currently offered for this checkout.

A displayed reference-currency price is used to calculate the invoice; the actual payment instruction is the supported cryptocurrency amount stated on that invoice. Check exchange quotations, fees and expiry before sending funds. Network fees charged by your wallet or exchange may be additional to the invoice amount.

Payment is confirmed when the external platform validates the transfer and notifies RichDay under the applicable payment process. Blockchain congestion, confirmation requirements, platform checks or an incorrect transfer may delay confirmation. Contact support before paying an expired invoice or sending a second payment.

3. Payment and account security

Open checkout from https://richday.net and check the payment destination carefully. Use a secure device, protect your RichDay and wallet credentials, and independently verify unexpected payment requests. Support will never need your seed phrase, wallet private key or account password.

The payment platform processes the cryptocurrency transaction. RichDay records information needed to match payment to the order, such as the order and invoice references, status and relevant transaction information. Do not assume that a cryptocurrency invoice has bank-card protection, a chargeback mechanism, deposit insurance or a specific regulatory approval.

If you suspect a substituted address, unauthorised payment or compromised account, notify support@richday.net promptly and contact your wallet or payment platform as appropriate. We take reasonable steps to investigate issues within our control, but no online or blockchain system can promise absolute security.

4. Delivery problems and refund eligibility

A purchase is fulfilled when the digital benefit described in the order is made available to the correct account on the relevant RichDay server, or otherwise delivered as stated in the listing. If a paid item has not arrived, check the nickname, server, payment status and any stated delivery conditions, then contact support.

As under the existing RichDay service policy, a customer may request a refund or an agreed replacement up to the original order value when the Provider has failed to perform and the request is made within 14 days of payment. This service-policy window is additional to, and does not shorten, any mandatory statutory claim period or remedy.

A non-delivery, duplicate payment, inaccurate description or defective service will be assessed on its facts. Where applicable law requires a refund, correction, replacement or another remedy, we will provide the remedy required by law. Any alternative replacement requires the customer's agreement.

Confirmed blockchain transfers generally cannot be reversed by cancelling the original transaction. This does not make all purchases non-refundable. An approved refund is a separate transaction. Sending funds on an unsupported network, using a wrong address or paying an expired invoice may require investigation with the platform, and recovery cannot be promised where funds cannot technically be recovered. This does not excuse a loss caused by the Provider's own breach or override mandatory rights.

5. How to request a refund

Email support@richday.net. Include the order reference, game nickname, selected server, date and amount of payment, invoice reference or transaction hash, and the reason for the request. Screenshots can help, but remove unrelated personal data and never send wallet secrets.

We will locate the order, check payment and delivery records, and explain the proposed resolution. We may ask for proportionate proof of payment and ownership of the refund destination to prevent a refund being diverted. We will not ask you to make an extra payment to unlock a refund.

Where a refund is approved, we will agree a safe return method compatible with the original payment platform and applicable law. The supported asset, network, destination, amount, any relevant conversion basis and any proposed network charge will be disclosed before the transfer. A network charge will not be used to reduce a non-waivable refund entitlement.

We process the resolution without undue delay and within any applicable legal deadline. The time until funds arrive can also depend on the platform and network confirmations. We will provide the transaction reference when an on-chain refund is sent. Existing currency movements do not by themselves give a right to an investment return or compensation for speculative gains.

6. Complaints and applicable rights

If you disagree with the outcome, reply to the support correspondence with the order reference and the reason. You retain the right to complain to a competent authority or seek a remedy before a competent court. Nothing in this policy requires a waiver of statutory rights or makes the external payment platform solely responsible for the Provider's performance.

This English-language policy is interpreted under the applicable UAE and Dubai laws, subject to any non-waivable rights and mandatory jurisdiction rules that apply to the customer. Current documents and contact details: https://richday.net/support/en.