

Please read the terms of the User Agreement carefully!

Any use of the game "Grand Mobile" means that you have read and fully agree to the terms of the User Agreement, as well as undertake to comply with it and bear responsibility. The terms of this agreement and its supplements are essential and binding for all participants of the game.

USER AGREEMENT

As amended on August 24, 2026

1. General conditions

1.1. This User Agreement is a public offer (hereinafter - "Offer") and an official document regulating the legal relations between the Administration of the project "Grand Mobile" (hereinafter - "Game", "Administration") and the User of the Game (hereinafter - "User").

1.2. This Agreement is permanently available at <https://grnd.gg/legal/terms-of-service>.

1.3. In accordance with Article 396 of the Civil Code of the Republic of Kazakhstan (hereinafter - the "Civil Code of the RK"), any of the following actions shall be recognized as an acceptance:

- 1) passing the User's registration in the Game;
- 2) actual use of the Game functionality by the User.

1.3.1. The date of acceptance is:

- 1) the date of the User's registration in the Game;
- 2) the date of the User's actual use of the Game functionality.

1.4. The Agreement concluded by accepting this Offer is governed by the rules of civil law on the contract of adhesion (Article 389 of the Civil Code of the Republic of Kazakhstan), as its terms and conditions are defined by the Administration of the project "Grand Mobile" in this Offer and can be accepted by the User no other way than by adherence to the proposed Agreement as a whole. By making an acceptance, the User confirms that he/she is fully familiarized and agrees with the terms of the User Agreement.

1.5. The Administration has the right to amend this User Agreement. The new version of the User Agreement shall be published on the Website and shall enter into force upon its publication, unless another effective date is expressly established by the Administration or applicable law. The User is responsible for reviewing the current version of the User Agreement. Amendments to this User Agreement shall not, by themselves, result in the automatic charging of a Fee in an amount different from the Subscription price previously communicated to the User. Any change to the price of an active Subscription or other terms directly related to automatic payments shall be made in accordance with the special procedure set out in Section 7 of this Agreement.

2. Terms and definitions

Game	Grand Mobile is a mobile game, which is a computer program and is a set of data, commands and audiovisual displays ("data" and "commands") generated by it, activated to obtain a certain result for the User, provided by the scenario of the Game. All rights to the Game belong to the Administration. For the use of the Game by the User, the Administration provides the User with a simple (non-exclusive) license valid for the entire term of the User on a royalty-free basis, except as provided by the User Agreement.
Donation store	A resource located on the website at: https://grnd.gg/#donate that allows the User to acquire inactivated data and commands and the audiovisual displays generated by them for the payment of a Reward.
Reward	The fee paid by the User to the Administration for granting the additional rights and opportunities to use the Game provided for under this Agreement, including the right to use non-activated data and commands and the audiovisual displays generated by them, as well as the provision of VIP Status under a Subscription. The amount of the Fee shall be determined by the Administration depending on the type of rights acquired by the User, in-game features, the selected VIP Status level, and other terms applicable to the relevant purchase. Information about the amount of the Fee shall be provided to the User in the Donation Store, the Game interface and/or on the Website before the relevant purchase is made or the Subscription is activated. When a Subscription is activated, the amount of the Fee to be automatically charged for the first and each subsequent Billing Period shall be determined by the Subscription terms communicated to the User before the Subscription is activated.
Donate	Voluntary non-refundable donation of the User, which can be used by the Administration to support and develop the Game.
Grand Coin	Internal Game Currency, received by the User for payment of Rewards, which allows the purchase of virtual goods displayed in the Donation Shop (e.g. game currency 1 ₪ RUB = 1 Grand Coin = 1300 game currency), provided to the Player within the Game.
Virtual items	Any virtual objects that may be found or acquired, earned or otherwise obtained within the Game.
VIP Status	Additional Game functionality provided to the User for a Fee for a limited period of time, comprising a set of in-game features, benefits, and privileges depending on the VIP Status level selected by the User. Different VIP Status levels may be available in the Game, differing

	in the scope of in-game features, benefits and privileges provided, as well as in the amount of the Fee. The current VIP Status levels, their content and prices shall be specified in the Game interface and/or on the Website and communicated to the User before the Subscription is activated.
Subscription	A method by which the User acquires VIP Status, providing for its availability for a specific Billing Period in exchange for the Fee established by the Administration, with automatic renewal for each subsequent Billing Period and automatic charging of the applicable Fee until the Subscription is cancelled by the User or terminated on other grounds provided for in this Agreement.
Billing Period	The period during which the VIP Status remains active, equal to one month and calculated from the date the Subscription is initially activated or from the date of its next automatic renewal.
Website	A set of information, texts, graphic elements, design, images, photo and video materials and other results of intellectual activity belonging to the Administration, as well as computer programs contained in the information system ensuring the availability of such information on the Internet at the network address: https://grnd.gg/ .
Registration	Filling in the User's data in order to create an account for further use of the Game.
Services	Electronic resources in the Internet, additionally provided by the Administration to the User and directly related to the Game: _ Discord (https://discord.com/invite/grnd); _ VK (https://vk.com/grandrprussia); _ YouTube(https://www.youtube.com/channel/UCXBEpDILUCwo-0O0gmWOT-g); _ Telegram (https://t.me/grandroleplay). Use of the Services provides Users with the opportunity to communicate, interact, and play the Game together. The terms of use of the Services are set by their right holders. Claims and questions regarding the use of the Services should be addressed directly to their right holders and persons authorized by them.

All other terms occurring in the text of this Agreement shall be interpreted by the Parties in accordance with the laws of the Republic of Kazakhstan and the usual rules of interpretation of the relevant terms established in the Internet.

3. Subject of the Agreement

3.1 The Administration grants the User a simple (non-exclusive) license, subject to the restrictions set forth in this User Agreement, solely for its own non-commercial entertainment purposes. The User agrees not to use the Game for any other purposes.

3.2 This User Agreement is concluded at the moment of acceptance by the User of its terms and conditions in the manner provided by cl. 1.3. The actual use of the Game by the User also means the User's acceptance of the terms and conditions of the User Agreement and is equal to the conclusion of a contract. The User assumes the obligation to comply with the terms of the User Agreement from the moment of its conclusion.

3.3. The Administration provides the User with the opportunity, for a Fee, to obtain additional non-activated data, commands and the audiovisual displays generated by them, as well as to acquire access to additional Game functionality, including by activating a Subscription and obtaining the relevant VIP Status.

Additional paid functionality shall be provided to the User on the terms and in accordance with the procedure set out in this Agreement, taking into account the information regarding the relevant purchase communicated to the User in the Game interface, the Donation Store and/or on the Website before payment is made.

3.4. The acquisition of additional paid rights and features, including activating a Subscription and obtaining VIP Status, is not a mandatory condition for access to the Game and is carried out by the User voluntarily, independently and at their own discretion.

Before activating a Subscription, the User shall be provided with information about the selected VIP Status, the amount of the Fee for the Billing Periods, the frequency of automatic charges, and the procedure for automatic renewal and cancellation of the Subscription.

3.5. The rules of the corresponding game server are placed on the page of the corresponding server, as well as the rules regarding individual events, organizations, the procedure for filing and consideration of complaints, appealing against penalties, etc., related to this game server. The user undertakes to comply with the rules of the game server and bears responsibility in case of non-compliance. For violation of the rules of the game service, the Administration has the right to apply measures of responsibility provided by the rules of such game service, as well as the User Agreement, including blocking the Account.

3.6. Payments made by the User to obtain non-activated data and commands shall constitute the acquisition of a limited, revocable, non-exclusive license to use such elements within the Game. Such payments shall not be considered donations, except where the User expressly indicates that the payment is made free of charge and without any reciprocal obligations on the part of the Administration.

3.7. Activating a Subscription grants the User, for the duration of the relevant Billing Period, a limited right to access the additional Game functionality comprising the relevant VIP Status.

Activating a Subscription and paying the Fee shall not grant the User any ownership rights or other proprietary rights in the VIP Status, the in-game features, benefits, privileges, virtual items or other elements of the Game provided as part of such VIP Status.

The right to use the relevant additional functionality shall remain valid solely during the paid Billing Period and shall terminate upon its expiry unless the Subscription is renewed for the next Billing Period.

4. Registration procedure. Account record

4.1. The User registers in order to use the functionality of the Game, after which a Player Account is formed, which is a set of data necessary for the User to use the Game: authorization (authentication) of the User, access to internal values/items, statistical indicators and other similar information.

4.2. By registering, the User agrees that he/she has no ownership or any other right to the Account.

4.3. Administration is not responsible for the destruction, deletion, modification, damage, hacking or any other damage or loss of access to the Player's account.

4.4. In connection with violation of the rules of the User Agreement, the Administration has the right at its sole discretion to choose the nature and extent of sanctions imposed on the Player Account, including its blocking/deletion without prior notice to the User.

5. Virtual items

5.1. Any Virtual Items shall be provided by the Administration to the User under the license specified in Clause 3.1 of this User Agreement. The granting of such license shall not be interpreted as transferring to the User any ownership rights or other proprietary rights in respect of the Virtual Items.

Unless otherwise expressly provided by this Agreement or the terms applicable to the acquisition of the relevant Virtual Item, the license to use Virtual Items shall be granted to the User for the entire duration of the User's Account.

VIP Status, as well as the in-game features, benefits and privileges provided as part of VIP Status, shall not constitute Virtual Items and shall be provided to the User solely for the duration of the relevant paid Billing Period.

5.2. Virtual Items have no monetary value and cannot be sold, transferred or exchanged for real money or valuable items outside the Game.

5.3. The Administration has the right to change, delete, move, make unavailable and temporarily block any Virtual Items at any time, with or without notice, without any liability to the User.

5.4. The Administration has the right to unilaterally change the cost and availability of Virtual Items offered for sale or receipt.

5.5. The User agrees that he/she has no ownership or other rights in respect of any Virtual Items.

6. Support of the project by the User

6.1. The User has the opportunity to support the Game and other projects of the Administration. By supporting the Game, the User realizes that the donation is non-refundable.

6.2. The transfer of funds for support is considered a donation - a donation that can be used by the Administration for the maintenance and development of the Game or other projects.

6.3. Donations are voluntary and do not imply counter-performance of other obligations from the Administration. In this case, the Administration reserves the right to provide at its discretion personal bonuses for users who have donated.

6.4. The User realizes and understands that since the purpose of donation implies the use of donations for the maintenance and development of the Game at the moment, as well as for the maintenance and development of the Game in the future, it is not possible to provide a report on the use of funds received from a particular User.

7. In-Game Purchases. Non-Activated Data and Commands. VIP Status and Subscription

7.1. The User understands and agrees that the User is solely responsible for any materials or other information that the User posts in the Game, on the Website, in chats, or otherwise communicates to other users or makes publicly available.

7.2. Payment of the Fee shall be made using the payment methods available to the User in the Game interface, the Donation Store, on the Website and/or on the webpage of the relevant payment method operator at the time of payment.

The list of available payment methods shall be determined by the Administration and may change depending on technical capabilities, the User's location, the terms of payment method operators, and other circumstances.

7.3. Payments may be processed by banks, payment organizations, processing centers, payment system operators and other third parties that accept and process payments (hereinafter referred to as the "Payment Method Operator").

When making a payment, the User may be redirected to the Payment Method Operator's webpage to enter payment details, complete authentication and perform other actions required to process the payment.

The procedure for processing payment details, making payments and applying additional authentication methods shall be determined by the relevant Payment Method Operator and applicable law.

7.4. The Administration does not receive or store the User's full bank card details if such details are processed directly by the Payment Method Operator.

For the purpose of automatic Subscription renewal, the Payment Method Operator may use identifiers, tokens and other technical data that allow subsequent automatic payments to be made without requiring the User to re-enter the full details of the payment method.

7.4.1. By activating a Subscription and confirming the initial payment, the User consents to the use of the selected payment method for subsequent automatic charges of the Fee in accordance with this Agreement.

Automatic charges shall be processed by the Payment Method Operator on the basis of the User's consent until the Subscription is cancelled or otherwise terminated.

7.5. At the User's discretion, the User may acquire, for a Fee, rights to non-activated data and commands provided by the Administration, as well as other paid features available in the Game, including activating a Subscription and obtaining VIP Status.

Such purchases shall be made through the Donation Store, the Game interface, the Website and/or by any other method expressly provided by the Administration.

7.6. The User understands and confirms that the Game is not a gambling game, a game for money, a totalizator, online betting activity, a casino, a contest, a wager or a lottery, and does not contain functionality subject to regulation under the Law of the Republic of Kazakhstan "On Regulation of Activities Related to the Organization and Conduct of Gambling." All elements of the Game are intended solely for entertainment purposes and do not provide for the possibility of receiving real-money winnings.

7.7. The license granted to the User may be revoked by the Administration if the User fails to comply with the terms of the User Agreement or the rules of the Game service.

If the User's Account is destroyed, deleted or modified by the User or by third parties who have obtained access to the User's Account, the license shall terminate simultaneously with the destruction, deletion or modification of the User's Account.

7.8. The amount of the Fee for the purchase of Grand Coin shall be determined based on the number of Grand Coins selected by the User and the exchange rate established by the Administration.

The amount of the Fee for other paid in-game features, including VIP Status, shall be established by the Administration and communicated to the User before the relevant purchase is made.

When activating a Subscription, before confirming the initial payment, the User shall be provided with information about the price for the first Billing Period, the price for subsequent Billing Periods, and the frequency of automatic charges of the Fee.

7.8.1. The Administration has the right to unilaterally change the applicable Grand Coin exchange rate at its discretion.

7.8.2. When certain payment methods are used, the Payment Method Operator may charge a fee or apply other payment terms established by it.

Information about the amount of such fee, where disclosure thereof is the responsibility of the Payment Method Operator, shall be provided to the User by the relevant Payment Method Operator.

The Administration neither establishes nor receives fees independently charged by third parties, unless otherwise expressly communicated to the User when making the payment.

7.8.3. By making a payment in the Donation Store, the User agrees that Grand Coin, as the virtual currency of the Game, cannot be converted back into legal tender (real money), withdrawn from the Game or otherwise transferred. Grand Coins available in the User's balance have no value outside the Administration's Products and may only be used internally within the Administration's Products.

7.9. The User confirms that the purchase of non-activated data, commands, Virtual Items and Grand Coins, as well as the making of donations, is carried out voluntarily and knowingly.

The Fee paid for such purchases shall not be refundable or compensable after the relevant rights, Virtual Items, Grand Coins or other purchased in-game elements have been provided to the User, except where expressly provided for by this Agreement or applicable law.

The provisions of this Clause shall not apply to payments made under a Subscription. The payment procedure, automatic renewal, cancellation of the Subscription and refunds relating to the Subscription shall be governed by the specific provisions of this Section.

7.11. VIP Status and Subscription Price

7.11.1. The User may activate a Subscription for one of the VIP Status levels available in the Game. As of the date of publication of this version of the Agreement, the following VIP Status levels are available to the User:

VIP Standard — the price for one Billing Period is RUB 99 (ninety-nine rubles);

VIP Gold — the price for one Billing Period is RUB 299 (two hundred ninety-nine rubles).

7.11.2. The scope of in-game features, benefits and privileges provided under each VIP Status level shall be determined by the Administration and communicated to the User in the Game interface and/or on the Website before the Subscription is activated.

VIP Status and the in-game features, benefits and privileges provided under it shall be valid exclusively within the Game, shall have no independent monetary value, may not be exchanged for money and may not be transferred to another Account unless otherwise expressly provided by the Administration.

7.12. Automatic Subscription Renewal

7.12.1. The Subscription shall be activated for one Billing Period and shall automatically renew for each subsequent Billing Period until cancelled by the User or terminated on other grounds provided for in this Agreement.

7.12.2. By activating a Subscription, the User consents to recurring automatic payments and authorizes the relevant Payment Method Operator to automatically charge the payment method selected by the User for the price of the relevant Billing Period without requiring the User to separately confirm each subsequent payment.

7.12.3. Upon initial activation of the Subscription, the User shall be charged the price of the first Billing Period. Upon each subsequent automatic renewal of the Subscription, the User shall be charged the price of the relevant subsequent Billing Period.

Information about the amount of the initial and subsequent payments shall be provided to the User before the Subscription is activated.

7.12.4. The automatic charge shall be made on the date the current Billing Period expires or on another date determined by the technical features of the payment method used. A minor difference in the actual charging date caused by the operation of a bank, payment system or other Payment Method Operator shall not, by itself, affect the duration of the Billing Period.

7.12.5. The User is responsible for ensuring that sufficient funds are available on the payment method used for the Subscription to pay for the next Billing Period.

7.13. Failure to Process an Automatic Payment

7.13.1. If the Fee for the next Billing Period cannot be charged due to insufficient funds, rejection of the transaction by a bank or Payment Method Operator, expiration of the payment method, or for any other reason, the Administration may suspend renewal of the Subscription and provision of VIP Status until the payment is successfully processed.

7.13.2. The Administration and/or the Payment Method Operator may retry the charge for the relevant Billing Period if such functionality is supported by the payment method used.

7.13.3. If the Fee for a new Billing Period is not successfully charged, the Administration may terminate the Subscription. Termination of the Subscription in such case shall not create any debt owed by the User to the Administration unless otherwise expressly provided by the terms of a separate purchase.

7.14. Cancellation of the Subscription by the User

7.14.1. The User may cancel automatic renewal of the Subscription at any time using the method available in the Game interface, on the Website and/or through the relevant payment service.

7.14.2. Cancellation of the Subscription means that the User declines automatic renewal for the next Billing Period and terminates subsequent automatic charges of the Fee.

Unless otherwise required by applicable law, cancellation of the Subscription shall not terminate an already paid VIP Status: the User shall retain access to the in-game features, benefits and privileges provided under the relevant VIP Status until the end of the current paid Billing Period.

7.14.3. Upon expiration of the paid Billing Period, the VIP Status shall terminate, and the related additional in-game features, benefits and privileges shall no longer be available to the User without any compensation, unless otherwise expressly provided by this Agreement or applicable law.

7.14.4. Uninstalling the Game from the Device, ceasing to use the Game or logging out of the Account shall not, by itself, constitute cancellation of the Subscription. To stop automatic renewal, the User must cancel the Subscription in accordance with Clause 7.14.1 of this Agreement.

7.15. Changes to the Subscription Price

7.15.1. The Administration may change the Subscription price, including the price of individual VIP Status levels and subsequent Billing Periods.

7.15.2. Any change to the Subscription price shall not apply to an already paid Billing Period and shall apply only to subsequent Billing Periods.

7.15.3. Information about any change to the Subscription price shall be communicated to the User before the beginning of the Billing Period to which the new price applies, through the Game interface, the Website and/or by any other available means.

7.15.4. If continuation of the Subscription at the new price requires the User's additional consent under applicable law, the rules of the Payment Method Operator or the technical requirements of the relevant payment service, automatic renewal of the Subscription shall take place only after such consent has been obtained.

If the required consent is not provided, the Administration may discontinue automatic renewal of the Subscription upon expiration of the current paid Billing Period.

7.15.5. The User may decline to continue the Subscription at the new price by cancelling it before the next automatic charge in accordance with Clause 7.14 of this Agreement.

7.16. Changes to VIP Status Features

7.16.1. In connection with the development of the Game, changes to game balance, technical updates, or the addition, modification or removal of game mechanics, the Administration may change the scope, content, characteristics and conditions of use of individual in-game features, benefits and privileges provided under the relevant VIP Status.

7.16.2. The current scope of in-game features, benefits and privileges included in each VIP Status shall be specified in the Game interface and/or on the Website.

7.16.3. The Administration may make changes to individual in-game features and characteristics of VIP Status during a paid Billing Period if such changes are necessary to ensure the proper operation of the Game, correct technical errors, maintain game balance, prevent abuse, comply with legal requirements, or for other objective reasons related to the operation of the Game.

7.16.4. Material changes to the scope of VIP Status that are not caused by the circumstances specified in Clause 7.16.3 of this Agreement shall generally apply from the beginning of the next Billing Period.

Before the beginning of such Billing Period, the User shall be given the opportunity to review the current scope of the relevant VIP Status and, if the User does not wish to continue the Subscription, to cancel it in accordance with Clause 7.14 of this Agreement.

7.17. Changing the VIP Status Level

7.17.1. Where technically available, the User may change the selected VIP Status level in accordance with the procedure and terms specified in the Game interface and/or on the Website.

7.17.2. When switching to another VIP Status level, the effective date of the new VIP Status, the method for determining its price, the possibility of crediting any previously paid Fee, and the date of the next automatic charge shall be determined by the terms communicated to the User before the change is confirmed.

7.17.3. Before confirming a change of VIP Status level, the User shall be provided with information about the price of the new VIP Status level, its activation date and the amount of the next automatic payment.

7.17.4. A special price for the first Billing Period of the relevant VIP Status when changing the Subscription level shall apply only where expressly provided by the Administration and communicated to the User before the change is confirmed.

7.18. Subscription Refunds

7.18.1. The Fee for a Billing Period is charged for providing the User with access to the relevant VIP Status for the entire Billing Period.

If VIP Status has been provided to the User and is available for use during the relevant Billing Period, early cancellation of the Subscription, temporary non-use of the Game by the User, or non-use of individual VIP Status features or benefits shall not, by themselves, constitute grounds for a full or partial refund of the Fee for a Billing Period that has already commenced.

7.18.2. Cancellation of the Subscription shall terminate its automatic renewal for subsequent Billing Periods but shall not result in an automatic refund of the Fee paid for the current Billing Period.

7.18.3. A refund may be provided in the event of an erroneous or duplicate charge, a charge made after the automatic renewal of the Subscription was properly cancelled, failure to provide the paid VIP Status for reasons attributable to the Administration, or in other cases provided for by applicable law.

7.18.4. To request a refund, the User may contact the Administration's support service and provide the information necessary to identify the Account and the relevant payment.

Where there are grounds for a refund, the refund shall be processed in accordance with the procedure and time limits established by applicable law and the rules of the relevant Payment Method Operator.

7.19. Account Suspension and Deletion

7.19.1. If the User's Account is temporarily suspended due to a violation of this Agreement and/or the rules of the Game server, the paid Billing Period shall continue to run and shall not be suspended or extended for the duration of such suspension, unless otherwise determined by the Administration.

The temporary inability of the User to use VIP Status as a result of measures imposed on the User under this Agreement or the rules of the Game server shall not, by itself, constitute grounds for a refund of the Fee paid for the relevant Billing Period.

7.19.2. If the User's Account is permanently suspended or deleted by the Administration due to the User's violation of this Agreement and/or the rules of the Game server, the VIP Status shall terminate at the same time as the User's access to the Account is terminated.

The Fee paid for the current Billing Period shall not be refundable in such case, except where a refund is expressly required by applicable law.

7.19.3. In the event of permanent suspension or deletion of the Account, the Administration shall terminate automatic renewal of the Subscription and any subsequent charges of the Fee for new Billing Periods.

7.19.4. If the loss of access to the Account is temporary and technical in nature and is not related to any violation of this Agreement by the User, the consequences of such unavailability for the Subscription shall be determined taking into account the duration and reasons for the restriction of access, as well as the requirements of applicable law.

8. Rights and obligations of the Parties

8.1. The User is obliged to:

8.1.1. Observe the provisions of the User Agreement, as well as other rules of the Administration, including the rules of a particular game service.

8.1.2. Do not provide access to their own account to other Users, if this may lead to a violation of the terms of the User Agreement. The User is solely responsible for the safety of the Account.

8.1.3. Do not use any equipment and (or) other devices to interfere with the activities of the Administration to provide all types of services reflected in the current version of the User Agreement.

8.1.4. Do not modify in any way the program part of the Game or other services of the Administration, perform any actions aimed at changing the functioning and operability of the Game. Do not use any actions aimed at causing any damage to the functionality and (or) performance of servers, domains, networks, programs. Do not circumvent technical limitations established or used by the Administration.

8.1.5. Not to create copies of intellectual property, any materials included in the Game and other services of the Administration.

8.1.6. At least once every 14 days to familiarize yourself with the terms of the User Agreement and the rules, as well as independently monitor changes made to them.

8.1.7. Do not use third-party websites/services to purchase inactivated data and commands provided to the Player on a commercial basis.

8.1.8. Not to distribute confidential information of other Users/products of the project for commercial or non-commercial purposes to a certain or unlimited number of persons.

8.1.9. Not to modify (copy) the software used within the Administration in any way, to reverse engineer it, which means to decompile the software with the purpose of determining the structure, design, concept and structure of the software. to determine the structure, design, concept and methodology.

8.1.10. Do not distribute for commercial or non-commercial purposes, transfer to third parties the right to use inactivated data and commands, as well as audiovisual displays generated by them, provided to the User for the Reward (unless otherwise provided by the Administration), as well as disseminate information about the intentions to commit this action.

8.1.11. Do not disseminate information the dissemination of which violates the rights of third parties is prohibited by the legislation of the Republic of Kazakhstan.

8.2 The User has the right:

8.2.1. Demand from the Administration the proper fulfillment of the terms of the User Agreement.

8.2.2. In case of any problems related to the Game or other services, contact the Administration for competent assistance.

8.2.3. Activate inactivated data and commands after paying the Administration's Reward.

8.2.4. At any time, request that the Administration delete the User's Account. The Administration shall delete the User's Account without the possibility of recovery upon receipt of the relevant request, subject to the time technically required to process such request.

If the User has an active Subscription, deletion of the Account shall result in the termination of its automatic renewal. The Administration shall take the necessary measures to stop any subsequent automatic charges of the Fee after processing the Account deletion request.

8.2.5. During the paid Billing Period, access the in-game features, benefits and privileges included in the VIP Status acquired by the User, subject to the terms of this Agreement, the rules of the Game and the technical features of the relevant game mechanics.

8.2.6. At any time, cancel automatic renewal of the Subscription in accordance with Clause 7.14 of this Agreement.

8.2.7. Exercise any other rights provided for under this User Agreement.

8.3. The administration is obliged to:

- 8.3.1. Fully perform its obligations in accordance with the terms of the User Agreement.
- 8.3.2. Where payment is not a mandatory condition for using the Game, provide the User with the right to use activated data and commands free of charge, unless otherwise provided by the User Agreement.
- 8.3.3. If the User acquires non-activated data and commands and the audiovisual displays generated by them for a Fee, provide such data, commands and audiovisual displays to the User who has made the relevant payment in the Donation Store.
- 8.3.4. Maintain the availability and proper functioning of the Game throughout the term of the User Agreement, subject to possible failures, technical limitations and other restrictions specified in the User Agreement.
- 8.3.5. In the event of any changes to the terms of the User Agreement, notify the User thereof by publishing the relevant changes on the Website.
- 8.3.6. Upon successful payment for the Subscription, provide the User with access to the relevant VIP Status and the in-game features, benefits and privileges included therein for the duration of the paid Billing Period in accordance with the terms of this Agreement.

8.4. The administration has the right to:

- 8.4.1. Suspend or block access to the Game or other services, in whole or in part, in the event of technical failures or for other valid reasons determined at the Administration's discretion.
- 8.4.2. Require the User to comply with the provisions of the User Agreement and the rules of the Game services.
- 8.4.3. Apply measures of responsibility to Users who violate the terms of the User Agreement or the rules of the Game services.
- 8.4.4. At its discretion, grant any User, free of charge, the right to use non-activated data and commands and the audiovisual displays generated by them that are otherwise available on a paid basis.
- 8.4.5. At any time and without providing any reason, modify or delete any information posted by the User, including the User's statements and announcements.
- 8.4.6. At any time, unilaterally restrict, expand or otherwise modify the content of the Game and other services without prior notice to the User.
- 8.4.7. Transfer information about device IDs, IP addresses and the battery level of the User's mobile Device to third parties with whom the Administration has entered into civil law agreements, including for the purposes of improving the interface and features of the Game, providing technical solutions aimed at increasing the usage time of Users' Devices, and for other purposes.
- 8.4.8. Establish and modify the available VIP Status levels, their names, prices, the scope and characteristics of the in-game features, benefits and privileges provided under them, as well as the procedure for their use, subject to the provisions of Section 7 of this Agreement.
- 8.4.9. Exercise any other rights provided for under the User Agreement.

9. Copyright

- 9.1. All rights to the Game belong to the Administration. The User may not use the Game or any content contained in the Game (including, but not limited to, content of other users, photos, designs, text, graphics, images, video, information, logos, software, audio files and computer codes) in connection with any commercial activity, including, but not limited to, such as advertising or imposing any user to buy or sell any products or services that are not offered by the Administration.

9.2. The User agrees to comply with the terms of the User Agreement protecting the intellectual property rights of the Administration.

10. Responsibilities. Force majeure

10.1. The Parties shall be liable for non-fulfillment or improper fulfillment of their obligations in accordance with the terms of the User Agreement, and in the part not regulated by the User Agreement - in accordance with the current legislation of the Republic of Kazakhstan.

10.2. In connection with the use of computer and other equipment, communication channels and/or computer programs owned by third parties, the Parties agree that the Administration shall not be liable for any delays, interruptions, direct and indirect damage or loss due to defects in any electronic or mechanical equipment and/or computer programs, or due to other objective technological reasons, as well as as a result of acts or omissions of third parties, problems in data transmission or connection, power failures, and other reasons. Administration is not responsible in case of failure of the User to get access to the Game and other services, but strives to achieve the result of uninterrupted operation.

10.3. For violation of clause 8.1.5, provisions of Section 9 of the User Agreement, the User shall be liable in accordance with Article 49 of the Law of the Republic of Kazakhstan dated June 10, 1996 № 6-І "On Copyright and Related Rights".

10.4. The User confirms that he/she uses the Game and other services of the Administration at his/her own risk and understands that the Administration is not responsible for third-party Internet resources, software, which are connected or may be connected with the Game at the moment or in the future.

10.5. Under no circumstances shall the Administration or its representatives be liable to the User or to any third party for any indirect, incidental, unintentional damage, including lost profits or lost data, harm to honor, dignity or business reputation, caused in connection with the use of the site, the Game or other materials to which the User or other persons have access, even if the Administration warned or indicated the possibility of such harm.

10.6. Administration does not guarantee that the information posted by other users can not cause the User moral harm, health damage or losses.

10.7. Administration does not guarantee that the Game will work uninterruptedly and without errors. Administration has the right to deny access to all Users or any of them for a time or forever, delete any information or any content posted by the User within the Game or other services without explanation.

10.8. The Administration is in no way responsible for the results achieved or not achieved by the User within the Game.

10.9. The Parties shall be released from liability for full or partial failure to fulfill their obligations under the Agreement if the failure to fulfill their obligations was caused by force majeure, namely: fire, flood, earthquake, strike, war, military special operations, actions of governmental authorities or other circumstances beyond the control of the Parties.

10.10. The Party referring to force majeure circumstances shall immediately inform the other Party of the occurrence and termination of such circumstances and their impact on the possibility of fulfillment of obligations under this Agreement by the respective Party in writing.

10.11. Force majeure shall postpone the fulfillment of obligations for the period during which such force majeure occurs. Upon termination of force majeure the Parties shall immediately proceed to fulfill their obligations.

10.12. The Administration provides Users with access to the Game without any discrimination based on sex, race, nationality, language, origin, social or financial status, occupation, religion, beliefs, place of residence, or any other circumstances in respect of which discrimination is prohibited by applicable law.

This provision shall not limit the Administration's right to establish different conditions for access to certain additional in-game features, functionality, benefits and privileges depending on the Virtual Items acquired by the User, VIP Status, participation in in-game events, promotions or loyalty programs, achievement of in-game results, or the application of other mechanics provided for in the Game.

The opportunity to acquire the relevant VIP Status shall be provided to Users on the terms established by this Agreement and the Administration's current offer.

10.13. The Administration shall take reasonable measures to ensure the availability of the in-game features, benefits and privileges provided to the User under VIP Status, but does not guarantee their continuous and uninterrupted availability throughout the entire Billing Period.

Temporary unavailability of individual in-game features, benefits or privileges included in VIP Status due to technical, maintenance or other necessary work, Game updates, error correction, technical failures, actions of third parties, or other circumstances related to ensuring the proper operation of the Game shall not, by itself, constitute grounds for an automatic extension of the Billing Period, payment of compensation, or a full or partial refund of the Fee.

In the event of substantial and prolonged unavailability of VIP Status for reasons attributable to the Administration, the issue of extending its validity period, providing compensation or refunding the Fee shall be determined by the Administration, taking into account the nature and duration of such unavailability, as well as the requirements of applicable law.

11. Dispute Resolution

11.1. All disputes and disagreements between the parties shall be settled by negotiations. In this case, the claim procedure for resolving disputes arising from the relations regarding the conclusion of this Agreement shall be mandatory.

11.2. The recipient of the claim within 30 calendar days from the date of receipt of the claim shall notify the claimant in writing of the results of consideration of the claim. In case of failure to reach an agreement within the period established in this paragraph, the dispute shall be submitted for consideration to the judicial body at the place of registration of the Administration.

11.2.1. Contacts for sending a claim to the Administration: support@grnd.gg.

11.3. Recognition by the court of any provision of the User Agreement as invalid or unenforceable does not entail invalidity of its other provisions.

12. Final Clauses

12.1. The Agreement shall come into force from the moment of acceptance by the User and shall remain in force until full fulfillment of obligations by the Parties.

12.2. For all issues not regulated by this Agreement, the parties shall be guided by the current legislation of the Republic of Kazakhstan.

12.3. This Agreement is drawn up in Russian and English.

13. Administration requisites

TOO "Dynamic Technologies"

Company number: 190640015412

Address: 070004, EAST KAZAKHSTAN REGION, UST-KAMENOGORSK, POBEDY AVE., 9,
N.P. 34

E-mail: support@grnd.gg