

DAWNBLOOM Official Channels & Anti-Fraud Notice

Official Version

OFFICIAL CHANNELS & ANTI-FRAUD NOTICE

Please verify the official website only
<https://dawnbloom.net>

V8 · October 10, 2026

Effective date: October 10, 2026

Any website, customer service, social media account, or payment page claiming to represent DAWNBLOOM (DAWNBLOOM) that is not explicitly listed in this notice or on the official website should not be provided with account information, verification codes, or requested for payment.

1. Purpose of this Notice

This notice is intended to help players identify the official website, official email address, official social media, and official customer service channels of "DAWNBLOOM" (DAWNBLOOM). It aims to reduce risks associated with fake customer service, fake recharge services, phishing websites, account theft links, false refund claims, and impersonation by unauthorized personnel. Official channels may be added, relocated, or renamed in accordance with platform adjustments; any such changes or updates will be finalized and announced officially through dawnbloom.net.

This notice also helps users identify pages, installers, updates, and support for the game, Token, Browser, News, Mail, Download, and Archive. Do not obtain unreleased products from unknown file hosts, group shares, private chats, or cracked-software sites.

2. Official Channels

DAWNBLOOM Fairy and DAWNBLOOM AI belong to the Company's same intelligent service system. Do not send passwords, complete one-time verification codes, access tokens or payment credentials in chat. AI suggestions and Intelligent UI cards do not replace official identity verification. Actions involving accounts, assets and personal information must still go through verified formal service procedures. Do not trust messages that invoke AI to ask you to bypass verification, pay private accounts or submit sensitive information on lookalike domains.

Channel	Official information	Purpose
Sole global website	https://dawnbloom.net	Legal documents, game downloads, account services, community, store, announcements, and official entry points
Official China language entry	https://dawnbloom.com.cn www.dawnbloom.com.cn	HTTPS 301 → https://dawnbloom.net/zh/

Channel	Official information	Purpose
Official Japan language entry	https://dawnbloom.jp www.dawnbloom.jp	Open; HTTPS 301 → https://dawnbloom.net/ja/
Official Korean language entry	https://dawnbloom.kr · www.dawnbloom.kr	The official Korean language entries dawnbloom.kr and www.dawnbloom.kr use HTTPS 301 redirects to https://dawnbloom.net/kr/ . DNS changes may take time to propagate. They use the unified website and create no separate website, account, database or Korean game server.
Existing Chinese brand-protection entry	DAWNBLOOM.com xn--jhp2f4z3amfugzo.com	301 → https://dawnbloom.net/zh/
Existing Japanese brand-protection entry	光と花咲く森.com xn--y8j6bw89l23cbo7ari8a.com	301 → https://dawnbloom.net/ja/
customer service email	support@dawnbloom.net	Player customer service, account issues, abnormal situations, and general support
Suggestions / complaints	hello@dawnbloom.net	Everyday suggestions, service complaints, and experience feedback
billing email	billing@dawnbloom.net	Orders, payments, billing, refunds, and transaction-related matters
Media/cooperation email	contact@dawnbloom.net	Media inquiries, business cooperation, and non-customer service matters
Legal/copyright email	legal@dawnbloom.net	Legal notices, copyright, intellectual property, and formal legal communications
Security vulnerability email	security@dawnbloom.net	Security vulnerabilities, technical security issues, and responsible disclosure

The regional entries in the table guide language selection only. They do not independently handle registration, authentication, password changes, top-ups, payments or orders. After a normal redirect, verify the full main-site hostname and language path in the address bar. Both regional entries are open and use HTTPS 301 redirects to the listed main-site language paths. Regional entries create no new operator or database and do not migrate accounts or player data. Their suffixes do not establish Mainland China hosting, ICP filing or a Japanese corporation or branch. The operator supplied the company registration identity for the China entry. The Japan entry's registered holder and formal authorization remain to be verified; this notice does not claim direct company ownership. Existing brand-protection domains remain listed. Punycode display alone is not evidence of impersonation, but check the complete spelling and final address. Other lookalike domains do not become official by similarity. Official email still uses @dawnbloom.net only.

Service	Official main-site path (replace zh with en or ja)
Account sign-in	https://dawnbloom.net/zh/player-center/
Recovery and security controls	https://dawnbloom.net/zh/support/account/

Service	Official main-site path (replace zh with en or ja)
Support and contact	https://dawnbloom.net/zh/support/ https://dawnbloom.net/zh/support/contact/
Official downloads	https://dawnbloom.net/zh/download/
Shop, recharge and billing (subject to availability)	https://dawnbloom.net/zh/shop/ https://dawnbloom.net/zh/recharge/ https://dawnbloom.net/zh/support/billing/

Operating Entity and Legal Contact Information

Project	Information
Operator / website service provider	上海追光智创文化传媒有限公司 (English public-facing name: SHANGHAI LUMIREALM CREATIVE MEDIA CO., LTD.)
Operating address / legal contact address	中国 (上海) 自由贸易试验区临港新片区天骄路 336 号 3 幢 218 室 (Room 218, Building 3, No. 336 Tianjiao Road, Lingang Special Area of the China (Shanghai) Pilot Free Trade Zone, China)

3. Official Social Media and Instant Messaging Channels

Official names, usernames and platform links can change. Open listed channels from Support or Contact on the main site; search results, avatars or follower counts do not establish identity. Verify uncertain contacts through support@dawnbloom.net.

- Supported platforms may include Facebook, Threads, Instagram, YouTube, X, Bluesky, Xiaohongshu, WeChat, Douyin, and others.
- If an account on any platform is not listed on the dawnbloom.net official channels page, even if its name, profile picture, or content appears similar to the official, do not assume it is an official account based solely on visual resemblance.
- Any addition, suspension, relocation, or renaming of official channels will be subject to the most recent official announcement on dawnbloom.net.

4. Things the Official Will Never Ask You to Do

Be vigilant: official customer service personnel will never request your account password, one-time verification code, or payment password via private messages. They will also never ask you to transfer money to a personal account under pretexts such as "unfreezing," "refund," "claiming rewards," "restoring equipment," or "verifying assets."

Rotating Token codes, account-recovery details, and Dawnbloom Guide conversations are never grounds for a private-chat password or payment request. Dawnbloom Guide does not bypass formal checks for accounts, assets, appeals, or internal data.

- Will never request your game account password, Apple ID password, Steam password, WeChat/Alipay payment password, or bank card password.
- Will never request your SMS verification code, email verification code, two-factor authentication code, Lightseeker Token dynamic key (if enabled), or any other one-time security code.

- Will never require you to enable screen sharing, remote control, or install any unknown remote assistance software, APK, description file, browser extension, or so-called "security plugin."
- We will not request that you transfer Magic Coins, Phantom Beasts, equipment, or in-game items to so-called "GM account," "safe account," or "verification account" for validation.
- Will never require you to pay via personal WeChat, personal Alipay, private bank card, gift card, cryptocurrency address, or any other non-official payment channel.
- Will never request additional payments under pretexts such as "transfer before refund," "pay a deposit first," "account unfreeze fee," "penalty release fee," "verification fee," or "prize collection handling fee."
- Will never prompt you to re-login to your game account or input full payment details through unofficial links.
- Will never promise private fee-based modifications to penalties, increased win probabilities, distribution of rare items, or circumvention of official rules.

Five. Common Methods of Impersonation

- Uses domains, spellings, subdomains, or short links extremely similar to dawnbloom.net to lure players into logging in.

Fake websites, store listings, APK or EXE files, Browser updates, News or Mail clients, Download or Archive tools, Token pages, and Dawnbloom Guide services can solicit credentials or install malware. Trust dawnbloom.net and official stores it expressly links; Google Drive and Baidu Netdisk are not current official mirrors.

- Copies official avatars, logos, customer service scripts, and announcement images to create high-fidelity social media accounts, group chats, or payment pages.
- Impersonates GMs, customer service, administrators, collaborating streamers, or "internal personnel," claiming account risks and creating urgency.
- Uses baiting offers such as "free magic coins," "rare phantom beasts," "prizes won," "testing eligibility," "refund compensation," or "internal gift kits" to send QR codes or links.
- Impersonates customer service and proactively adds you as a friend, requesting verification codes, asset screenshots, screen sharing, or transfers.
- Uses stolen friend accounts to send links or files, making the source appear legitimate.

Section Six: Payment and Mall Security

All official digital goods, chests, and other in-store content shall be governed by the display on the official website and the official in-game entry points. Players must complete payments through the official website or via the designated third-party payment/application stores listed by the official.

If the order page, payment recipient, amount, domain, or redirect URL significantly differs from what is publicly disclosed on the official website, pause all transactions and verify through billing@dawnbloom.net or support@dawnbloom.net. Any offline private payments or private "in-game topping-up" services are not considered official transactions.

Section Seven: What to Do When Receiving Suspicious Messages

- Do not proceed: Do not click links, scan QR codes, download files, enter account information, or make payments.

- Retain evidence: Save your account homepage, chat records, links, QR codes, transfer pages, order numbers, and timestamps.
- Type the main-site address yourself and use its navigation to Player Center, Support or Downloads. Do not rely on a stranger's link label. Sign in through the main-site Player Center; open recovery and sensitive controls from Support Account Management. Use the main-site shop, recharge and billing entries for payments and orders, checking actual availability and any payment platform on those pages.
- If account information has already been entered: immediately change your password, log out of all other active sessions, and verify the security of associated email, Apple, Steam, WeChat, and other third-party accounts.
- If payment has already been made: promptly contact the payment platform, issuing bank, or relevant financial institution to request a stop payment, appeal, or freeze; in cases involving large amounts or suspected criminal activity, report the incident to local police authorities immediately.
- If a counterfeit account is discovered: report it on the corresponding platform and send the page link to official customer service for further verification and public disclosure.

Eight. Information that the official may request for verification

To address account-related issues, orders, account theft, abnormal transactions, or customer service disputes, the official may request you to provide necessary verification information, such as: account name, character name/character ID, order number, time of incident occurrence, device or login details, in-game screenshots, relevant chat screenshots, and your actively submitted contact information.

We adhere to the principle of minimum necessary data, and will not request any high-risk credentials unrelated to the issue. In particular, we will never request your account password, payment password, or one-time verification code.

Nine. Priority of official communications

When discrepancies arise among information disseminated via different social platforms, player retellings, group chat screenshots, or third-party websites, the official announcements on dawnbloom.net, the corresponding legal documents, and in-game official notices shall take precedence. Individual statements by players, streamers, group administrators, volunteers, partners, or community members do not constitute official representation of the stance of DAWNBLOOM(DAWNBLOOM).

Ten. Anti-fraud Quick Identification Card

If the person says the following:	Your first reaction should be:
"Account anomaly—send me the verification code."	Do not send. Official channels will never request a one-time verification code.
"First transfer funds; after refund, we'll return the money together."	Do not pay. Official refunds will never require you to first transfer money to a personal account.
"Transfer your phantom beasts or equipment to a safe account for inspection."	Do not transfer. Official channels will never request asset verification through player character accounts.
"Click this link to log in and claim your reward."	First verify that the link belongs to dawnbloom.net or is explicitly listed as an official entry point on the official website.

If the person says the following:	Your first reaction should be:
"I am a GM; add my private contact for handling."	Always first access the official website's customer service portal and verify the identity of the person claiming to be a GM.
"We will permanently penalize you if we don't act immediately."	Do not be pressured. Immediately cease any actions and verify the information through the official website.

Please remember

Genuine official channels do not fear you "verifying on the official website first." Anyone urging you to bypass the official website, bypass the platform, or bypass normal payment processes should be treated with caution.

If you are uncertain whether a message is authentic, cease all actions and verify through support@dawnbloom.net or <https://dawnbloom.net>.