

DAWNBLOOM Sales & Refund Terms

Sales & Refund Terms · Official Version

Version: V8

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Scope: The DAWNBLOOM official website store and related official sales channels; orders on third-party platforms are handled in coordination with the relevant platform rules. Payment features on the official website are subject to actual availability.

Relationship of Published Information and Documents

Seller/Operator: 上海追光智创文化传媒有限公司 (English public-facing name: SHANGHAI LUMIREALM CREATIVE MEDIA CO., LTD.)

Official website: <https://dawnbloom.net>

Refund and Order Customer Service: support@dawnbloom.net

These Terms work together with the Website and DAWNBLOOM Community Terms, Privacy Policy, Player Rules, and the specific product page. Product content, probabilities, delivery, promotions and restrictions are governed by the information clearly shown at purchase. Mandatory consumer rights remain unaffected.

Purchase and refund guide	Rule
Website products	CNY base; daily USD/JPY conversion and a locked product price at confirmation.
Website refund	Original route, currency and actual amount paid; no refund-day FX repricing.
Third-party platforms	Their payment and refund rules and applicable law govern.
Minors	After a verified and completed full or substantially full refund, only the related game account is permanently restricted; human correction is available.

Brief Refund Summary

- Website products have one CNY base price. USD and JPY prices are derived from the applicable daily reference exchange-rate snapshot. Once website checkout is available, order confirmation locks the displayed product currency and amount.
- In cases of repeated deductions, failure to credit, misdelivery, obvious technical faults, or discrepancies between the goods and the publicly disclosed information, priority will be given to investigation and appropriate remedies such as replacement, repair, refund, or other suitable compensation will be provided.
- Digital goods that have already been activated, consumed, transferred, exchanged, or whose random outcomes have been generated are generally not eligible for voluntary refunds due to "regretting the

purchase" or "dissatisfaction with the random outcome"; exceptions apply where otherwise provided by applicable law.

- Orders placed through Apple App Store, Steam, and future platforms such as Google Play shall, where possible, follow the respective platform's refund procedures. DAWNBLOOM will assist in verifying order and delivery status as needed.
- The official website's use of Apple Pay is a payment method and does not equate to in-app purchase within the App Store. Orders placed via Apple Pay through dawnbloom.net are considered official website orders.
- The service is intended for adults aged 18 or older. Minor-purchase claims are reviewed under applicable law, evidence and platform rules, without a fixed 70% cap. After a verified minor purchase receives an approved full or substantially full refund that has actually completed, the related game account is permanently restricted from normal game service; erroneous decisions may be corrected by authorized human review.
- Digital entitlements tied to a completed refund may be reversed. Ordinary refunds and good-faith disputes do not by themselves trigger the minor-specific game restriction. That restriction does not reduce a legally approved refund or automatically disable the entire DAWNBLOOM Account.
- The probability, prize pools, and version information for random-type goods must be clearly disclosed prior to purchase; the specific sales mechanism for random-type goods in the mainland China region must pass a dedicated compliance gate prior to official launch.

1. Scope of Application and Purchase Eligibility

These Terms govern digital goods purchased through the DAWNBLOOM website store. Purchases priced, charged or refunded by Apple App Store, Steam, Google Play or another platform follow that platform's rules and applicable law, rather than the website daily FX or quote system. Website payment availability is shown in the actual checkout.

The six apps' inclusion in the product range does not mean each is available for purchase or subscription. If paid software or in-app items are offered later, the sales page will state pricing, delivery, cancellation, and refunds before purchase. Current game virtual-item rules do not automatically govern software purchases.

DAWNBLOOM Service is currently available exclusively to users who are at least 18 years old. Prior to placing an order, users must ensure they have the legal capacity to enter into contracts and use the relevant payment methods, and confirm that the purchase action is authorized by themselves or by a legally authorized holder of the payment instrument.

User purchases made through third-party platforms are subject to the terms of service, developer guidelines, refund policies, and applicable local laws of such platforms. If the platform's rules provide users with more favorable and non-excludable refund rights, those rules and laws shall apply.

2. Digital Goods, Pricing, and Payment Methods

2.1 Type of Goods

Product Categories	Pre-purchase Disclosure Requirements	Delivery Characteristics
Fixed-Content Treasure Chests	Price, full content, quantity, usage/transaction restrictions, and validity period (if applicable)	After payment confirmation, the content will be delivered to the corresponding game account; the content is non-random.
Random Treasure Chest	Price, range of possible items, probability rules or rules, quantity or rarity, version number/effective date, restriction conditions	After payment confirmation, the treasure chest will be issued to the corresponding game account; upon opening, the random outcome will be generated according to the rules publicly disclosed at the time of opening.
Future digital goods	Specific conditions for price, content, delivery, and refund shall be defined based on the nature of the goods.	The purchase page and these Terms shall govern.

2.2 Payment Methods

When website payment opens, legally available methods may vary by region and device. The actual method, settlement currency, taxes and verification steps must be shown before final confirmation.

Payments made via Apple Pay on dawnbloom.net are considered official website orders; Apple Pay serves solely as a payment method and does not constitute an in-app purchase completed through the App Store.

2.3 Pricing, Taxes, and Exchange Rates

CNY is the sole base currency for website products. USD and JPY prices are calculated directly from CNY using the same applicable daily reference exchange-rate snapshot, rounded to cents and whole yen respectively; CNY uses fen. Rates are ordinarily updated once a day. If an update fails, the most recent valid snapshot may be used with its update time shown. The rate is reference information; a product price calculated from it and shown in a valid price quote is the actual settlement price. On confirmation, the quote locks the product, currency and amount even if the daily update occurs during its validity. An expired quote requires a new price and user confirmation. The displayed product amount, valid order amount and payment product amount must match, without a second checkout conversion. Product price, applicable taxes and other payable charges must be separately disclosed before confirmation. Bank statement conversion and independently charged foreign-transaction fees are outside the website daily rate.

3. Order Confirmation, Order Formation, and Digital Delivery

Before placing an order, users must be able to review the item, quantity, type, selected currency, locked product price, separately stated taxes or fees, total payable, delivery account and refund notice. A changed CNY base price or daily rate affects only newly confirmed quotes; paid orders are never repriced.

Upon successful payment and system confirmation, the digital goods will be automatically issued to the game account associated with the purchase. If payment has been completed but the system has not confirmed, funds have arrived with delay, or delivery has failed, the user should retain the order number and contact support@dawnbloom.net.

Order records should preserve the CNY base price at purchase, actual settlement currency and amount, FX snapshot, transaction time, delivery and use records for refunds, support, audits and disputes, subject to the Privacy Policy.

4. General Refund Rules for Official Website Orders

4.1 Circumstances Eligible for Priority Refund or Alternative Relief

- Duplicate charges or the creation of duplicate orders due to system or payment anomalies, where the duplicated amounts do not result in any additional rights or benefits retained by the user;
- Payment is successfully completed, but the product has not been delivered within a reasonable time frame, and the issue cannot be resolved through a replacement;
- The actual content delivered differs from what was explicitly disclosed on the product purchase page;
- Due to technical faults of DAWNBLOOM resulting in order errors, abnormal consumption, incorrect activation, or inability to use normally, and such issues cannot be remedied to restore the user's rightful entitlements;
- The payment is unauthorized, and applicable laws, payment network rules, or judicial or regulatory requirements mandate a refund;
- Other circumstances as provided by applicable law requiring a refund, cancellation, termination, or equivalent remedy.

4.2 General circumstances not constituting a voluntary refund

- The user simply changes their mind after purchase, and the digital goods have already been instantly delivered, activated, claimed, consumed, exchanged, transferred, or otherwise materially used;
- The user requests a refund solely because they did not obtain a specific item they expected, despite the random box operating normally according to the actual probability and rules disclosed at the time of purchase;
- Technical issues arising from the user's own device, network, third-party plugins, or non-official client, where the product has been correctly delivered;
- Illegal gains, copies of items, cheating rewards, or fraudulent proceeds lawfully or rule-wise reclaimed from the user due to violation of the "Player Rules & Enforcement Policy";
- Disputes arising from purchases via unauthorized channels, third-party recharges, black cards, unauthorized swiping, third-party resale, or other unauthorized transactions.

The above "general circumstances not constituting a voluntary refund" only reflects DAWNBLOOM's standard commercial refund terms and does not exclude the user's statutory rights under applicable law to withdraw, refund, terminate, or claim damages.

4.3 Unopened/unused digital goods

For digital goods purchased directly on the official website and still fully retained within the purchasing account, unopened, unclaimed, unused, unexchanged, or untransferred, users may submit a refund request.

We will evaluate whether to accept the refund based on the payment channel, purchase time, nature of the goods, technical recoverability, and applicable local laws. If local laws require a more specific right to return or withdraw, such rights shall prevail.

5. Special rules for random box items

5.1 Probability and prize pool disclosure

The product detail page for random-type treasure chests shall clearly display the potential contents, probabilities, or probability rules, any necessary floor/progressive mechanisms (if applicable), quantity or rarity specifications, applicable versions, and effective dates prior to purchase. If rules are modified, a traceable management system for both the old and new versions shall be implemented.

For digital goods already purchased and operating under a specific version of rules, no undisclosed backend mechanism may alter the established probability rules applicable to that order in a manner that is disadvantageous to the user.

5.2 Refund After Activation

Once a random treasure chest has been normally opened and its outcome has been generated, the outcome itself generally does not constitute a valid reason for a refund. If issues such as incorrect probability disclosure, inconsistency between actual draw logic and disclosed rules, erroneous item pool configuration, system over-consumption, or other operational causes occur, we will provide appropriate remedies—including repairs, compensation, re-delivery, or refunds—based on the scope of impact, technical recoverability, and applicable laws.

According to currently available official regulatory documents on online gaming in China, gameplay involving random rewards that directly involves the injection of legal currency or in-game virtual currency is subject to explicit regulatory restrictions. Such mechanisms require clear probability disclosure, record retention, and other compliance measures. Therefore, the feature of "direct payment for random treasure chests" shall not be launched solely based on these terms in mainland China; a dedicated legal and compliance review must be conducted prior to formal sales. If such a sales mechanism is prohibited by applicable rules, the feature must be disabled or transformed into an alternative acquisition mechanism that has been independently verified as compliant.

5.3 Recordkeeping and Dispute Verification

For random-type goods, we will retain necessary order records, version information, opening results, and probability rules for the period required by applicable laws and technical conditions, for purposes of audits, regulatory inquiries, customer service disputes, and dispute resolution. In the mainland China region, if subject to relevant public regulatory requirements, the retention period for randomly selected records and payment/recharge transaction records shall not be less than the statutory or regulatory requirements.

6. Refund for Third-Party Platform Orders

6.1 Apple App Store

For in-app purchases made via the Apple App Store, users are advised to initiate refund requests through Apple's designated refund portal or by contacting Apple Customer Service. The decision to approve a refund,

the timing of the refund, and the refund process shall be determined by Apple in accordance with its own rules, order specifics, and applicable laws. DAWNBLOOM Upon receiving notification of a refund from the App Store, DAWNBLOOM may, in accordance with the law and its internal rules, revoke the corresponding digital rights associated with such refund order.

Apple's platform commission or service fees are part of the settlement arrangement between the developer and Apple and do not constitute a justification for deducting user refunds at a fixed rate, such as 70%.

6.2 Steam

For the base game, DLC, or in-game items purchased via Steam, refunds must be requested through Steam Customer Service and its refund system. Steam generally provides a 14-day refund window for the base game, provided the player has played less than two hours; the eligibility and specific conditions for in-game purchases depend on Steam's policies and whether the developer has enabled refunds for the respective item. Actual refund policies are subject to the rules and page information currently displayed on Steam.

6.3 Google Play (if future integration occurs)

Should future in-app purchases be offered via Google Play, such refunds will be subject to Google Play's refund policies. Google Play may allow refund requests for certain apps, games, or in-app purchases within 48 hours of purchase; after this period, users may need to contact the developer directly. Specific terms and conditions shall be governed by Google Play's then-current policies and applicable law.

6.4 Platform Orders and Official Website Orders Are Distinct

Each payment and distribution channel maintains its own order number and settlement system. Official website customer service cannot substitute for Apple, Steam, or Google in making platform-side refund decisions regarding orders on their respective platforms; however, we will provide necessary assistance—such as delivery status, consumption status, and technical verification—within the legal and platform rules framework.

7. Minors and Unauthorized Purchases

The service is intended for adults aged 18 or older. A guardian may seek review of a purchase made by a minor without valid consent or authorization. We assess the law, legal capacity, order evidence, guardianship, platform rules and actual use. The related game account enters a permanent game-service restriction only after the minor-related purchase is verified, a full or substantially full refund is approved, and that refund has actually completed. An application, pending review, partial refund or ordinary refund does not trigger it.

7.1 Application Materials and Principle of Minimum Necessity

We may request necessary materials to verify orders, accounts, minor age, guardianship relationships, and unauthorized facts. Users may obscure or process sensitive information irrelevant to the verification purpose. We will not unreasonably retain complete ID numbers or ID photos for an extended period in connection with processing refunds for minors.

7.2 No fixed 70% refund cap is established

Minor-purchase refunds have no fixed 70% ceiling or automatic deduction for platform commissions. Approved refunds use the original transaction currency and actual amount paid, without recalculation at the refund-day rate. The subsequent game-account restriction does not reduce any legally approved refund.

7.3 Mainland China Region

Disputes regarding underage consumption in mainland China will be handled in accordance with the Civil Code, consumer protection regulations, online game protection requirements for minors, and judicial practices. In cases where it can be proven that the individual is a minor who made purchases without guardian consent and whose spending significantly exceeds their age and cognitive capacity, we will cooperate with legal measures as required by law. In cases where guardians fail to properly manage payment tools, share accounts, or have long-term negligence, such conduct may be considered within the scope of liability assessment.

7.4 United States and Japan

Purchases made by U.S. users without authorization or due to mistaken purchases by family members will be handled in accordance with payment platform rules, applicable state laws, and federal consumer protection regulations. In the Japan region, individuals aged 18 and over are considered adults; contracts entered into by individuals under 18 without the consent of a legal guardian, and related rights of revocation, will be governed by the Japanese Civil Code and consumer protection regulations.

8. Unauthorized Payments, Fraudulent Transactions, and Disputes (Chargebacks)

If you discover suspicious unauthorized transactions, unauthorized payments, or unauthorized use of your payment account, please promptly contact the payment provider and DAWNBLOOM customer service, and provide the order number and any relevant details. For orders made through third-party platforms such as bank cards, Apple, Google, or Steam, you must also submit a dispute according to the respective payment network or platform's specified timeframes.

@dawnbloom.net

<https://www.dawnbloom.net/support>

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A good-faith refund claim or genuine payment dispute is not itself grounds for game punishment. Entitlements tied to a disputed order may be safeguarded during review. Only the verified and completed minor-related full or substantially full refund described in Section 7 triggers its separate game-service restriction; other refunds do not automatically cause a permanent ban.

If evidence confirms intentional false non-payment, black card purchases, transfer/withdrawal of virtual assets after refund, collusion-based fraud, or other abusive use of the refund mechanism, such conduct shall be addressed in accordance with the "Player Rules & Enforcement Policy," and the company reserves the

right to pursue legal remedies, impose transaction restrictions, and bear corresponding legal responsibilities.

9. Recovery of Virtual Rights and Data Adjustment After Refund

Upon full or partial refund, cancellation, rejection of payment, or reversal of a transaction, the operator reserves the right to revoke corresponding digital entitlements within the scope permitted by law and platform rules, to prevent users from retaining both the refunded amount and the equivalent digital goods.

- Unopened or unused chests or items may be directly reclaimed from the purchasing account;
- Items that have been exchanged or converted into other virtual items, currencies, attributes, or services may have their directly identifiable derivatives reclaimed;
- If a direct derivative has already been consumed or involves a complex transfer, equivalent recovery based on verifiable actual value, freezing of associated items, restriction of related transactions, or adjustment of corresponding values may be implemented;
- For innocent third-party players who have no evidence of involvement in fraud and whose transactions are unrelated to refund orders, no penalties shall be imposed solely because they have received normal transaction items; however, abnormal transaction chains, copied items, or gains from fraud may be investigated separately in accordance with the "Player Rules & Enforcement Policy."

Entitlement recovery concerns the refunded order and traceable related proceeds, without reducing legally due refunds. On completion of the minor refund described in Section 7, the related game account also receives a permanent service restriction to prevent further purchases, virtual trading and related disputes. Other DAWNBLOOM Account apps are not automatically restricted.

10. Official Website Refund Application Process

DAWNBLOOM Fairy can explain official order, refund and appeal entry points. AI answers do not constitute the formation of an order, refund approval, asset restoration or a replacement delivery result. Matters involving specific orders and payment information must be handled by the user concerned through formal verification and customer service review procedures. Actual processing results and statutory refund rights remain governed by the existing rules in this document and applicable law.

10.1 Application Channels

For orders placed on the official website, payment, billing inquiries, and refund requests should be submitted to billing@dawnbloom.net; general inquiries may be directed to support@dawnbloom.net. For orders placed through third-party platforms, if the platform provides a dedicated refund entry, users should prioritize using that specific channel.

10.2 Recommended Information to Provide

- DAWNBLOOM account or any necessary account identifier for order localization;
- Order number, purchase date, product name, and payment channel;
- Reason for refund, along with relevant screenshots or payment proof (if available);
- For a minor-related claim, the guardian should supply only the information needed to verify age, guardianship, orders and lack of authorization. Before submission, clearly disclose that an approved and completed full or substantially full refund permanently ends normal game service for the related account; ordinary gameplay cannot restore it. This does not reduce the approved refund.

- Any additional minimal and reasonable information requested by customer service.

10.3 Review Period

Under normal circumstances, when the required documentation is substantially complete, we will complete the initial review or notify any additional information needed within 10 working days. Cases involving complex account theft, minors, cross-platform activities, refusal to pay, or abnormal transactions may require a longer processing period. The final settlement date is determined by the payment institution, bank, or platform.

10.4 Refund Path

Website refunds ordinarily return through the original payment route in the original transaction currency. If law, platform rules or payment technology prevent this, we verify the order and explain a lawful alternative and any conversion. We do not silently recalculate the refund principal using the website reference rate on the refund date. Third-party platforms handle their own orders under their rules.

11. Refund Amount, Discounts, and Partial Refunds

A full refund is based on the original transaction currency and actual amount paid, not the undiscounted list price or a later CNY price. Thus a website order paid at USD 50.11 is ordinarily refunded at USD 50.11. A partial refund is calculated from the same original-currency amount and rounded to that currency's minor unit, without round-trip CNY conversion. Coupons, promotional benefits and separately stated taxes follow the order terms, applicable law and platform rules. Later base-price or rate changes never reprice paid orders.

Platform commissions and payment processing fees are business costs, not an automatic deduction from legally refundable product principal. A 30% platform commission does not impose a fixed 70% consumer refund. Independently charged third-party fees that law permits follow the third party's rules and are separate from the product refund.

Card issuers, networks and payment providers may convert the original-currency purchase and refund into the cardholder's billing currency at different dates and rates. Even after a full original-currency refund, the card's domestic-currency credit may differ from the original debit. The website daily reference rate does not compensate for that third-party FX difference or fee, subject to any applicable legal liability of the operator.

12. Common Scenario Guidance

Scenario	General handling	Virtual entitlements
Duplicate charge	Verify and refund the duplicate payment.	Reverse the duplicate grant; keep the valid purchase.
Paid but not delivered	Deliver the item where possible; otherwise refund under applicable rules.	No recovery is needed if nothing was granted.
Dissatisfaction with a chest result	Usually not grounds for a refund, subject to statutory rights or a rules error.	A valid result ordinarily remains.
Incorrect disclosed odds or contents	Investigate, correct, compensate or refund as required.	Adjust affected orders and entitlements.

Scenario	General handling	Virtual entitlements
Unused digital item	A request may be reviewed under law and technical recoverability.	Reverse entitlements covered by a refund.
FX rate changed before a foreign-currency refund	Use the original transaction currency and actual amount paid; do not reprice at the refund-day rate.	Adjust entitlements to the extent refunded.
Minor-related purchase	Review under law. After an approved and completed full or substantially full refund, permanently restrict the related game account.	Recover linked entitlements without reducing the refund; human correction remains available for errors.
Apple, Google Play or Steam order	Platform rules and applicable law govern eligibility, currency, amount and route.	Adjust entitlements on a verifiable refund result.
Stolen or unauthorized payment	Cooperate with the payment provider; do not automatically classify it as a minor refund.	Safeguard disputed benefits pending verification.
Fraudulent chargeback or refund claim	Assess evidence under applicable law and the Player Rules.	Abnormal proceeds may be frozen or recovered.

13. Regional Supplementary Rules

13.1 Mainland China

Whether the seven-day no-questions-asked return policy applies to digital goods on the official website shall be determined in accordance with the Consumer Rights Protection Law, taking into account the nature of the goods, the method of delivery, and whether clear prompts or confirmations were provided prior to purchase. This clause shall not use a format clause to exclude any right to refund, termination, or compensation that is legally non-excludable.

For digital goods, provisions relating to no-cause return, risk of random item purchases, significant restrictions, delivery and refund conditions, and other terms of substantial interest to consumers shall be prominently displayed prior to purchase, and user confirmation shall be obtained where necessary.

Random-type goods must undergo special compliance review prior to their official launch in the People's Republic of China; if the applicable rules at that time prohibit direct participation in random draws using legal tender or virtual currency, the sales model will be adjusted or the feature will be suspended.

13.2 United States

The terms of use do not exclude any consumer protection rights granted under federal or state consumer protection laws that are non-waivable. The purchase process shall obtain clear and affirmative consent, avoiding misleading buttons, hidden fees, or unclear purchase confirmations. Disputes regarding unauthorized purchases and actual payment disputes shall be resolved in accordance with applicable laws, payment networks, and platform rules.

13.3 Japan

When conducting official website sales directed at Japanese users, operators shall provide, on the product page or a dedicated page, the legally required disclosures under the "Specific Commercial Transactions Act," including the seller's true information, price, payment method, delivery timeline, conditions for cancellation/termination, and refund policies. These terms do not supersede the "mandatory disclosures under the Specific Commercial Transactions Act."

The cooling-off period applicable to online sales in Japan does not automatically apply the same mechanism as in physical stores, and specific return or cancellation conditions must be clearly displayed on the advertising page and the final confirmation page. However, users retain their corresponding statutory rights of remedy if the product has defects, misrepresentation, or if otherwise provided by law.

14. Boundary Between Refund Policies and Player Violation Penalties

Refunds resolve genuine purchase disputes. Ordinary refunds, good-faith complaints and genuine chargebacks do not automatically lead to permanent isolation. Once a minor purchase is verified and its approved full or substantially full refund actually completes under Section 7, the related game account permanently loses normal game access. It may sign in to a dedicated restricted area but cannot access the ordinary world, store, trades, events or normal social and economic play, or leave through ordinary quests, items, travel or a new login. The game depicts this as a prison map and life sentence; this is a game-service state, not a criminal judgment, and it does not reduce any refund legally due.

The restriction applies only to the related game account, not automatically to the entire DAWNBLOOM Account or other apps. Mistaken age, guardianship, order attribution, refund status or account linkage may be challenged through support. Only authorized, recorded human correction may reverse an erroneous restriction. Independently evidenced fraud or other misconduct is handled under the Player Rules and Enforcement Policy.

15. Service Disruptions, Major Changes, and Service Termination

If, due to the operator's reasons, a purchased and still valid digital good is unable to be delivered or used for an extended period, we will provide remedial measures, alternative rights, a refund, or other reasonable solutions based on applicable laws, platform rules, the nature of the goods, and technical recoverability.

In the event that legal requirements necessitate the termination of related online gaming services, any unused digital entitlements, virtual currency, or unfulfilled paid services shall be handled in accordance with applicable laws, regulatory requirements, platform rules, and any publicly announced service termination plan at the time.

16. Clause Updates and Historical Versions

Material changes will be prominently announced, with the version and effective date indicated. This V8 applies only after it officially takes effect, to new orders placed thereafter and related procedures. Existing orders remain based on the transaction conditions clearly displayed at the time of purchase and the rules applicable under law. New terms will not retroactively change prices or deprive users of statutory rights.

Orders that have already been completed shall generally be governed by the transaction page, product description, and applicable rules in effect at the time of purchase; the new version of these terms shall not automatically deprive users of any statutory rights that have already arisen.

17. Contact Us and Dispute Resolution

Billing, Payment, and Refund: billing@dawnbloom.net; General player customer service: support@dawnbloom.net; Legal, copyright, and privacy inquiries: legal@dawnbloom.net

Operations Address / Official 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, Lin-gang Special Area of the China (Shanghai) Pilot Free Trade Zone, China)

Users may first submit order dispute and refund requests through customer service. If negotiation fails to resolve the issue, users may still seek redress under applicable law from consumer protection agencies, payment institutions, the platform, arbitration or mediation bodies, or competent courts.