

Refund Policy

October 15, 2025

The "ggse!" Service ensures the prompt delivery of digital (virtual) products (hereinafter referred to as the "Product") to the Buyer via the Buyer's specified email address and their account on the Service, after receiving confirmation of payment from the payment agent.

The Buyer understands and agrees that certain categories of Products (including, but not limited to: PIN codes, unique activation keys, prepaid cards, etc.) cannot be promptly or unconditionally returned to the Seller due to the potential risk of these Products being compromised by the Buyer.

In such cases, in order to prevent violations of Buyers' rights and interests, funds received by the Seller from the sale of such Products are blocked in the Seller's personal account without the possibility of withdrawal for a period of 7 to 30 days (depending on the Seller's verification rating).

A Product may be subject to return by the Buyer in particular in the following cases:

- the Product does not match the information about it posted by the Seller on the Service;
- the Product is non-functional;
- the Product has defects that affect its intended use or performance as described.

If such grounds arise, the Buyer must:

1. Go to the page on the Service where the Product was purchased from the Seller (use the link received from the Service Administration by email or in the Buyer's account on the Service).
2. Leave a negative review of the Product in the special "Product Review" section, providing detailed information about all claims regarding the Product.
3. Communicate with the Seller through the "Correspondence" section if the Seller has questions, clarifications, or objections concerning the Buyer's negative review. Supporting materials such as documents, photos, or images may be attached.
4. If the Seller does not respond within 72 hours from the time the negative review is posted, or if the Seller disagrees with the review and denies responsibility, the Buyer must contact the Service Administration directly at support@ggse!.net, indicating their details, account number, and a description of the issue.
5. The Service Administration reviews the Buyer's request within 72 hours from the moment it is received.
6. If the Buyer's request is approved and the payment agent confirms the availability of sufficient funds in the Seller's account for a refund, the Service Administration will instruct the payment agent to process the refund to the Buyer within five (5) business days from the date of approval. The actual refund period depends on the payment method used.
7. If the Buyer's request is denied or the Seller's account lacks sufficient funds for a refund, the Buyer has the right to contact the payment service (credit institution, payment system, etc.) used by the Seller. In such cases, the Service Administration guarantees that it will provide maximum support to the payment service by supplying all necessary information to help resolve the dispute.