# Terms of Payment, Delivery and Refunds

Nexoria | play.nexoria.me | Last updated: 9 October 2026

## 1. Definitions

1.1. “Administration Nexoria” means the team operating the Nexoria Minecraft server and its website. “Buyer” means a person placing an order for a digital product. “Online Store” means the Nexoria product catalogue and the checkout used to place an order. “Agreement” means these Terms together with the applicable checkout terms.

1.2. “Seller” means Tebex Limited for an order completed through Tebex Checkout. For a separately offered CryptoBot order, the contracting party for the digital product is Administration Nexoria, while CryptoBot handles the payment according to its own terms. Tebex is not the seller of CryptoBot orders.

## 2. Products and price

2.1. Products are digital in-game entitlements, including ranks, cases, virtual currency and account services such as unbans. They have no physical form, cannot be redeemed for cash and are usable only on Nexoria. Access to the server itself is free.

2.2. Catalogue prices are stored in UAH. EUR and RUB figures shown on the Nexoria website are estimates calculated using the website's reference rate. The final amount, settlement currency, currency conversion, applicable taxes and any payment fees are shown by the relevant checkout before the Buyer confirms payment. Where a checkout displays a tax-inclusive total, that total includes the applicable tax. No additional payment should be made outside that checkout.

2.3. Product descriptions, duration, contents and any recurring billing terms must be visible before purchase. A purchase does not grant ownership of Minecraft software or a transferable asset. A time-limited entitlement expires at the end of its stated period; an entitlement described as “permanent” lasts while the Nexoria project operates, subject to mandatory consumer rights.

## 3. Payment providers and security

3.1. Tebex Limited (https://www.tebex.io) is the merchant of record and Seller for purchases made through Tebex Checkout. By using that checkout, the Buyer accepts the Tebex terms at https://checkout.tebex.io/terms. Payment and refund questions about a Tebex order should be submitted to https://www.tebex.io/contact/checkout. Tebex's privacy notice is https://checkout.tebex.io/privacy. In a conflict concerning a Tebex sale, mandatory law and Tebex's checkout terms take priority over these project-specific terms.

3.2. For a separately offered payment through @CryptoBot in Telegram, Administration Nexoria is the Seller of the digital product and CryptoBot processes the payment under the terms and instructions shown in the bot. The Buyer should review the amount, asset, network and recipient before confirming. Tebex is not the Seller of a CryptoBot order.

3.3. Nexoria will never ask the Buyer to transfer money to a different account, wallet or person by private message to complete or repair an order. Suspected phishing should be reported to support@nexoria.me.

## 4. Digital delivery

4.1. No physical delivery is made. The product is normally credited to the Minecraft nickname entered at checkout within 5-15 minutes after confirmed payment. Technical delays may extend delivery to 24 hours.

4.2. The Buyer must check the nickname before paying. If the nickname is incorrect, contact support@nexoria.me promptly with the order identifier and the correct nickname. Nexoria will make reasonable efforts to correct an unredeemed delivery, but cannot guarantee recovery once an entitlement has been used on another account. Mandatory consumer rights remain unaffected.

4.3. If an order has not appeared after 24 hours, contact Nexoria support at support@nexoria.me or the server Telegram support at https://t.me/nexoria_server. For a Tebex payment or refund issue, also use the Tebex contact

link in clause 3.1.

## 5. Withdrawal and refunds

5.1. A Buyer in the EU or another jurisdiction that provides a statutory withdrawal right may have 14 days from conclusion of an eligible distance contract to withdraw. For digital content supplied immediately, the right may end once supply begins only if the Buyer has given the legally required prior express consent and acknowledged the loss of that right, and the Seller has provided any required confirmation. If those conditions have not been met, the statutory right is not waived merely because these Terms say so.

5.2. Independently of withdrawal, the Buyer may seek the remedies required by applicable law if a paid product is not delivered, materially differs from its description, or fails because of a technical fault attributable to Nexoria. The Seller may first offer a prompt correction, redelivery or other lawful remedy where appropriate.

5.3. A refund is not normally due solely because the Buyer entered a wrong nickname, did not use a time-limited product, was banned after delivery for breaching the published server rules, or forgot a renewal that was clearly disclosed and authorised. These examples do not remove statutory rights, including rights concerning defective or undelivered digital content. A subscription can be cancelled through the method provided by its checkout; cancellation prevents future renewals but does not automatically reverse past payments.

5.4. Submit a request with the order number, Minecraft nickname, purchase date and a description of the problem. Do not send full card details or wallet seed phrases. Tebex handles decisions and refunds for Tebex orders at https://www.tebex.io/contact/checkout. For CryptoBot orders, contact support@nexoria.me; payment-network or bot-related issues may also require contacting CryptoBot. Refunds, where approved, are returned through the original payment route where technically possible.

## 6. Payment disputes

6.1. If a payment is disputed or reversed after delivery, Nexoria may temporarily restrict the affected game account while the order is reviewed. A chargeback may lead to an account block where justified, but it does not remove a Buyer's legal right to seek a refund or contact the payment provider. The Buyer should first use the support channels above when practical.

## 7. Age, law and changes

7.1. The server is intended for players aged at least 13, or the higher age required by local law. Minors need parental or guardian consent. Tebex Checkout currently requires Buyers to be at least 16; a higher local minimum applies where relevant. A Buyer must also meet the age conditions of the chosen payment provider.

7.2. Ukrainian law governs Nexoria's project-specific terms, without limiting mandatory consumer protections in the Buyer's country of residence or Tebex's own sale terms. Questions may be sent to support@nexoria.me.

7.3. A new version of these project-specific Terms becomes effective seven days after publication, except where an earlier change is required by law. Orders already accepted remain subject to the terms applicable when placed, unless mandatory law requires otherwise.