



SGCNR Payments & Refund Policy

This Payment & Refund Policy explains the rules for all purchases made on or in connection with the SGCNR FiveM Server. It forms part of our overall Terms of Service and must be read together with the Terms of Service and Privacy & Data Disclosure Policy.

All purchases made on SGCNR grant the user a limited, non-transferable, and revocable license to use specific digital assets or features within the server environment. These virtual items and perks remain the property of SGCNR.NET LTD. A purchase does not constitute a transfer of ownership of any software, code, or digital asset.

1. All Purchases Are Non-Refundable

- Every purchase is **final, non-refundable, and non-exchangeable**.
- This applies regardless of the reason, including (but not limited to) change of mind, accidental purchase, dissatisfaction with the service, or any other personal circumstance.
- Once your payment is processed and the benefits are delivered to your account, the transaction is considered complete. No refunds will be issued.
- We do not offer refunds, cancellations, or reversals of any kind unless a refund is explicitly required by applicable law (see section 5 below).

2. Custom Clothing and Livery Uploads

- Paid uploads of custom clothing and liveries are offered as a service.
- All custom clothing and livery uploads are subject to a review and processing period.
- We aim to review, approve, and add your upload to the server **within 30 days**.
- If the review and upload process takes **longer than 30 days** through no fault of the buyer (e.g., due to staff availability or high volume), we will provide **reasonable compensation** on a case-by-case basis. This may include in-game currency, temporary VIP time extension, or another suitable perk as determined by the SGCNR staff team.
- If your custom clothing or livery is declined because it violates the **FiveM Terms of Service**, Asset Escrow rules, or any other Rockstar Games/FiveM policies, we will notify you and give you the opportunity to modify and resubmit a compliant version.
- While we are waiting for your updated/revised clothing or asset, **no compensation will be provided**, as the delay is due to non-compliance with external rules and not the fault of SGCNR.
- Once the content is approved and successfully uploaded, the service is considered fully delivered. No refund will be issued for any prior delay.



3. Chargebacks and Payment Disputes

- A **chargeback** (or any payment dispute, reversal, or claim made against your payment with your bank, card issuer, PayPal, or any other payment provider) is considered a serious violation of this Policy.
- If a chargeback, reversal, or dispute is initiated for any purchase made on SGCNR:
- Your account (and all accounts associated with the same user, including those linked by hardware ID, IP address, Discord account, or any other identifier) will be **permanently banned** without warning or appeal.
- All in-game benefits and items purchased with the disputed funds will be permanently removed.
- We reserve the right to pursue recovery of the disputed amount plus any associated costs, fees, or damages through legal means.
- You agree that you will not initiate a chargeback for any reason covered by this Policy. Doing so may also result in reporting to the relevant payment provider and may affect your ability to use other services in the future.

4. No Right to Refund After Access

By completing a purchase you acknowledge that:

- You are receiving immediate or scheduled access to digital goods and services (VIP perks, custom uploads, etc.).
- You consent to the delivery of these benefits.
- Once the service has been provided (or the upload process has begun), you waive any statutory cooling-off period or right to cancel that might otherwise apply under consumer protection laws.

5. Legal Rights and Exceptions

Nothing in this Policy removes or limits any rights you may have under applicable consumer law (including the UK Consumer Rights Act 2015 or equivalent EU/EEA consumer protections).

If you believe you have a valid legal right to a refund (for example, due to a technical fault that prevents use of the purchased feature), please contact us via the official SGCNR Discord support ticket system **before** initiating any chargeback or dispute. We will review your request on a case-by-case basis and respond within 14 days.

If you are under the age of 18, you must obtain permission from your parent or legal guardian before making any purchase. By completing a transaction, you represent that you have obtained such consent.

6. Changes to This Policy



We may update this Policy from time to time. Material changes will be notified via in-game announcement, Discord, or the server website. Continued use of the Server or making further purchases after changes constitutes acceptance of the updated Policy.

7. Contact Us

For any questions about this Payments & Refund Policy or to request a review of a purchase, please open a support ticket in the official SGCNR Discord (preferred) or use the in-game support ticket system.

By making any purchase on SGCNR, you explicitly acknowledge and agree that all transactions are non-refundable and that any chargeback will result in a permanent ban of your account.