

Terms and Conditions for the PolyCrew Server

1. General Information

1.1. These Terms and Conditions (hereinafter referred to as "Terms") govern the relationship between the sole proprietor Lukáš Prchal, registered at Malé náměstí 19, 391 81 Veselí nad Lužnicí, registered in the trade register under ID 19367147 (hereinafter referred to as "Provider"), and the users (hereinafter referred to as "Users") using the services provided by the Provider through the Minecraft server PolyCrew.net (hereinafter referred to as the "Server") under the IP address mc.PolyCrew.net.

1.2. PolyCrew is an online gaming server focused on Minecraft. By accessing and using the Provider's services, the User agrees to these Terms.

1.3. The Provider reserves the right to change the Terms at any time. Users will be informed of any changes via the server's website or other available channels.

2. Payment Terms

2.1. PolyCrew offers various digital products and services that Users can purchase through the Stripe payment gateway. Supported payment methods include credit cards (Visa, MasterCard) and PayPal.

2.2. Upon a successful transaction, the digital product is immediately made available to Users in the game. Payments are processed instantly, and the User receives a payment confirmation via email.

2.3. The Provider is not responsible for errors on the side of the payment service provider. In case of payment issues, Users must contact the payment service provider's support.

3. Refund and Complaint Policy

3.1. Due to the nature of the digital products and services provided, which are immediately applicable in the game, the Provider does not accept any refund requests or complaints. All transactions are considered final.

3.2. Users must be aware that by purchasing a digital product or service, they agree that they are not entitled to a refund after the transaction is completed.

4. Personal Data Protection (GDPR)

4.1. PolyCrew processes Users' personal data in accordance with the General Data Protection Regulation (GDPR). By connecting to the PolyCrew server and using its services, Users agree to the processing of their personal data.

4.2. The personal data we collect includes: email addresses, IP addresses, payment data, and other information necessary for providing services and fulfilling legal obligations.

4.3. All personal data is stored in the Provider's internal databases and is protected from unauthorized access. The Provider does not share this data with third parties unless required by law.

4.4. Users have the right to request access to their personal data stored by us, and they may request correction or deletion of such data. These requests can be addressed to the Provider's contact email.

5. User Rights and Obligations

5.1. The User is obligated to use the Provider's services in accordance with these Terms and applicable laws.

5.2. The User must not misuse the Provider's services for any illegal activities, spreading harmful software, or any other actions that could harm the Provider or other Users.

6. Provider Rights and Obligations

6.1. The Provider commits to providing services in accordance with these Terms and to ensuring the availability of services to the greatest extent possible.

6.2. The Provider reserves the right to limit or revoke the User's access to services at any time if the User violates these Terms or legal regulations.

7. Final Provisions

7.1. These Terms are valid and effective from September 11, 2024.

7.2. Any disputes arising in connection with these Terms will be resolved in accordance with the laws of the Czech Republic, and by the competent courts.

