

**Please read the terms of the User Agreement carefully! By downloading, installing, copying, uploading, accessing the game “Grand Mobile” (including any part of it), or by starting to participate in the gameplay, you confirm that you have fully read, understood, and unconditionally accepted the terms of this Agreement, agree to comply with them, and bear responsibility for any violations.**

**Any use of the game in any form (including registration, logging in, installation, launching the application, etc.) constitutes full acceptance of the terms of this Agreement, including its integral appendices and supplements. These terms are legally binding for all users, regardless of their status, location, or any other circumstances.**

## **USER AGREEMENT**

*As amended on July 1, 2025*

### 1. General Provisions

1.1. This User Agreement is a public offer (hereinafter referred to as the “Offer”) and an official document governing the legal relationship between the Administration of the “Grand Mobile” project (hereinafter referred to as the “Game”, the “Administration”) and the User of the Game (hereinafter referred to as the “User”).

1.2. This Agreement is permanently available to the public at: <https://grnd.gg/legal/terms-of-service>.

1.3. In accordance with Article 396 of the Civil Code of the Republic of Kazakhstan (hereinafter referred to as the “Civil Code of the RK”), the acceptance of this User Agreement shall be deemed to include the following actions performed voluntarily and knowingly by the User:

- completing the registration procedure in the Game;
- installing or launching the Game on the User’s device;
- actual use of the Game’s functionality, including but not limited to logging into the game account, participating in gameplay, performing game-related actions or operations.

Any of the above actions shall constitute full and unconditional acceptance of the terms of this Agreement by the User.

1.3.1. The date of acceptance of this Agreement shall be the earlier of the following:

- the date the User completes registration in the Game;
- the date the User first actually uses any functionality of the Game (including installation, launch, account login, participation in gameplay, or any other actions indicating the start of use of the Game).

1.4. The contract concluded through acceptance of this Offer shall be governed by the provisions of civil legislation on adhesion contracts (Article 389 of the Civil Code of the RK), since its terms are determined by the Administration of the “Grand Mobile” project in this Offer and may only be accepted by the User by adhering to the proposed contract as a whole. By accepting the Offer, the User confirms that they have fully reviewed and agreed to the terms of this User Agreement.

1.5. The Administration reserves the right to make changes to the User Agreement published on the website <https://grnd.gg/>, including all of its subdomains, sections, pages, file structure, and any other structural elements. Such changes shall come into force from the date of publication of the new version of the User Agreement on the Website. All changes shall be effective upon publication on the Website. The User agrees to independently monitor updates to the User Agreement by regularly accessing the webpage where it is posted.

## 2. Terms and Definitions

<b>Game</b>	<p>Вот дословный перевод указанного вами пункта:</p> <p>Grand Mobile is a mobile game that is computer software and constitutes a combination of data, commands, and audiovisual representations generated by it ("data" and "commands"), activated to achieve a specific result by the User as provided by the Game scenario.</p> <p>All rights to the Game belong to the Administration.</p> <p>To use the Game, the Administration grants the User a simple (non-exclusive) license, valid for the entire term of the User Agreement, free of charge, except in cases provided for by the User Agreement.</p>
<b>Donation store</b>	<p>A resource located on the website at: <a href="https://grnd.gg/#donate">https://grnd.gg/#donate</a>, allowing the User to purchase non-activated data and commands, as well as the audiovisual representations generated by them, in exchange for a Fee.</p>
<b>Reward</b>	<p>The fee paid to the Administration for granting the User the rights to use non-activated data and commands, as well as the audiovisual representations generated by them, within the limits established by this Agreement.</p> <p>The amount of the Fee is determined unilaterally by the Administration and depends on the volume of non-activated data and commands, the right to use which is granted to the User for a period starting from the moment such rights are provided until the deletion of the User's Account.</p> <p>Information about the Fee is published by the Administration on the Internet at: <a href="https://grnd.gg/#donate">https://grnd.gg/#donate</a>.</p>
<b>Donate</b>	<p>A voluntary non-refundable donation made by the User, which may be used by the Administration to support and develop the Game. It does not constitute a form of payment for the simple (non-exclusive) license granted to the User.</p>
<b>Grand Coin</b>	<p>The in-game currency obtained by the User in exchange for the payment of a Fee, which allows the User to purchase virtual items offered in the Donation Store (for example, in-game currency at the rate of 1 ₪ RUB = 1 Grand Coin = 1300 units of in-game</p>

	<p>currency), provided to the User within the Game.  The Grand Coin balance is linked to the User's Account.  Grand Coin is not a digital asset under the legislation of the Republic of Kazakhstan, does not certify any rights to tangible or intellectual services or assets, is not a unit of currency and/or legal means of payment, and is not recognized as a financial instrument or financial asset.</p>
<b>Virtual items</b>	<p>Any virtual items that can be found, purchased, earned, or otherwise obtained within the Game. Virtual items are linked to the User's Account.</p>
<b>Website</b>	<p>A collection of information, texts, graphic elements, designs, images, photo and video materials, and other results of intellectual activity owned by the Administration, as well as computer programs contained in the information system that ensures the availability of such information on the Internet at the web address: <a href="https://grnd.gg/">https://grnd.gg/</a>.</p>
<b>Registration</b>	<p>The User's submission of data for the purpose of creating an account for subsequent use of the Game.</p>
<b>Services</b>	<p>Electronic resources on the Internet additionally provided by the Administration to the User and directly related to the Game:</p> <ul style="list-style-type: none"> <li>- Discord (<a href="https://discord.com/invite/grnd/">https://discord.com/invite/grnd/</a>);</li> <li>- YouTube (<a href="https://www.youtube.com/channel/UCXBEpDILUCwo-000gmWOT-g">https://www.youtube.com/channel/UCXBEpDILUCwo-000gmWOT-g</a>);</li> <li>- Telegram (<a href="https://t.me/grandroleplay">https://t.me/grandroleplay</a>).</li> </ul> <p>Use of the Services provides Users with the opportunity to communicate, interact, and play the Game together.  The terms of use of the Services are established by their respective rights holders. Any claims or questions regarding the use of the Services should be directed to their respective rights holders or their authorized representatives.</p>
<b>Device ID, IP address</b>	<p>A unique identifier of the User that allows for their identification among other Users.</p>
<b>Device</b>	<p>Mobile phones, tablets, and other devices with technical specifications that allow connection to the Internet and use of the Game.</p>

All other terms used in the text of this Agreement shall be interpreted by the Parties in accordance with the legislation of the Republic of Kazakhstan and the commonly accepted rules for interpreting such terms as established on the Internet.

### **3. Subject of the Agreement**

3.1. The Administration grants the User a simple (non-exclusive), revocable license, subject to the limitations set forth in this User Agreement, solely for the User's own non-commercial entertainment purposes. The User agrees not to use the Game for any other purposes.

3.2. This User Agreement is concluded at the moment the User accepts its terms in accordance with Clause 1.3. The actual use of the Game by the User also signifies acceptance of the terms of the User Agreement and is equivalent to entering into a contract. The User undertakes to comply with the terms of the User Agreement from the moment of its conclusion until its termination for any reason provided for in the User Agreement.

3.3. The Administration grants the User the right to obtain additional non-activated data, commands, and the audiovisual representations generated by them exclusively through the Donation Store in exchange for a Fee.

3.4. Payment of the Fee is not a mandatory condition for the User's use of the Game and is made independently and voluntarily at the User's sole discretion.

3.5. The rules of each specific game server are published on the corresponding server's page, along with rules related to specific events, organizations, the procedure for submitting and reviewing complaints, appealing sanctions, etc., applicable to that game server. The User agrees to comply with the game server rules and bears responsibility for any violations. For breaching the rules of the game service, the Administration is entitled to apply liability measures provided in the rules of such game service and in this User Agreement, including blocking the User's Account.

3.6. The User's payments for obtaining non-activated data and commands constitute the purchase of a limited, revocable, non-exclusive license to use the specified elements within the Game. Such payments are not considered donations unless the User explicitly indicates that the payment is made gratuitously and without any reciprocal obligations from the Administration.

#### **4. Registration Procedure. User Account**

4.1. The User undergoes registration in order to use the functionality of the Game, after which a User Account is created. The Account represents a set of data necessary for the User to use the Game: User authorization (authentication), access to internal values/items, Virtual Items, Grand Coin balance, statistical indicators, and other similar information.

4.2. By registering, the User agrees that they do not have ownership or any other rights to the Account.

4.3. The Administration shall not be held liable for the intentional or negligent destruction, deletion, or modification of the User's Account, including actions performed by the User themselves, or for any damage, loss of access to the Account, hacking, or any other harm caused to the User's Account.

4.4. In case of violation of the User Agreement, the Administration reserves the right, at its sole discretion, to determine the nature and extent of sanctions imposed on the User's Account, including taking measures to block and/or delete the Account without prior notice to the User.

4.5. The rules and procedure for processing Users' personal data in the Game and on the Website are set forth in the Privacy Policy published on the Administration's Website.

The processing of personal data after the acceptance of this User Agreement for the purposes of its execution does not require separate consent.

## **5. Virtual Items**

5.1. All Virtual Items are provided to the User by the Administration under the license specified in Clause 3.1 of this User Agreement. The granting of such a license shall not be interpreted as a transfer of any rights or proprietary interests in relation to the Virtual Items to the User. The license for Virtual Items is granted to the User for the entire duration of the User's Account.

5.2. Virtual Items have no monetary value and may not be sold, transferred, or exchanged for real money or valuable items outside the Game.

5.3. The Administration has the right to modify, delete, move, make unavailable, or temporarily block any Virtual Items at any time, with or without notice, and without any liability to the User.

5.4. The Administration has the right to unilaterally change the cost and availability of Virtual Items offered for sale or acquisition.

5.5. The User agrees that they do not have any ownership or other rights to any Virtual Items, except for the limited rights arising from the fact that a simple (non-exclusive) license has been granted to the User.

5.6. In the event of intentional or negligent destruction, deletion, or modification of the Account by the User or third parties who have gained access to the User's Account, resulting in the loss of the Account and the Virtual Items associated with it, such Virtual Items shall not be restored by the Administration. The Administration is released from any obligations or liability related to the restoration of Virtual Items under this clause of the User Agreement.

5.7. The Administration retains all proprietary and other rights to all Virtual Items. Virtual Items are licensed in accordance with the terms of this User Agreement, none of which shall be interpreted as transferring proprietary interests or any perpetual, permanent, or irrevocable rights to Virtual Items to the User.

5.8. In the event that the User has multiple Accounts, Virtual Items may not be transferred between the User's Accounts.

## **6. User Support of the Project**

6.1. The User has the option to support the Game and other projects of the Administration. By providing support for the Game, the User understands that the donation is voluntary and non-refundable.

6.2. The transfer of funds in support of the project is considered a donation— a contribution that may be used by the Administration to maintain and develop the Game or other projects.

6.3. Donations are voluntary and do not imply any reciprocal obligations from the Administration. However, the Administration reserves the right, at its sole discretion, to provide personal bonuses to Users who have made a donation.

6.4. The User understands and acknowledges that since the purpose of the donation is to support and develop the Game at the current time, as well as to maintain and develop it in the future, providing a report on the use of funds received from a specific User is not possible.

## **7. In-Game Purchases. Non-Activated Data and Commands**

7.1. The User understands and agrees that they are solely responsible for any materials or other information they post in the Game, on the Website, in chats, or otherwise communicate to other users or make publicly available.

7.2. The following payment cards are accepted: VISA, MasterCard, Maestro, MIR. To pay by bank card when placing an order in the online store, the User selects the payment method: bank card. When paying by card, the payment is processed on the bank's authorization page, where the User must enter their card details.

7.3. If the bank card is connected to the 3D-Secure service, the User will automatically be redirected to the page of the issuing bank to complete the authentication procedure. Information about the rules and methods of additional identification must be clarified with the bank that issued the card.

7.4. In-game purchases can be paid for using Visa, Mastercard, or MIR bank cards. To make a purchase, the User is redirected to the Unitpay payment system server, where the necessary information must be entered. When paying by bank card, payment security is guaranteed by the Unitpay processing center.

7.4.1. The Unitpay payment system has a certified PCI DSS compliance certificate covering the storage, processing, and transmission of cardholder data. The PCI DSS security standard is supported by international payment systems, including MasterCard and Visa, Inc. Unitpay also participates in the Compliance Control PCI DSS Compliance Process (P.D.C.P.) program. Confidential data required for payment (card details, registration data, etc.) are not transmitted to the Donation Store—the processing is performed by the Unitpay processing center and is fully protected.

7.5. At their sole discretion, the User may acquire rights to non-activated data and commands provided by the Administration by paying a Fee exclusively through the Donation Store.

7.6. The User acknowledges and confirms that the Game is not a game of chance, a gambling game, a betting service, online bookmaker, casino, contest, wager, or lottery, and does not contain functionality regulated by the Law of the Republic of Kazakhstan "On the Regulation of Activities Related to the Organization and Conduct of Gambling." All elements of the Game are purely for entertainment and do not involve the receipt of real monetary winnings.

7.7. The User's license may be revoked by the Administration in the event of a violation of the User Agreement or the game service rules. If the Account is destroyed, deleted, or modified by the User or third parties who gained access to the User's Account, the license is terminated simultaneously with the destruction, deletion, or modification of the User Account.

7.8. Fee Amount:

The amount of the Fee is determined by the User based on the number of Grand Coins needed, the exchange rate for which is set exclusively by the Administration.

7.8.1. The Administration reserves the right to unilaterally change the current Grand Coin exchange rate at its discretion.

7.8.2. In certain cases, a fee may be charged by the payment method operator in addition to the Fee set by the Administration. The User understands and hereby agrees that when paying via certain payment methods, the final amount paid for the rights to non-activated data and commands may differ from the Fee amount established by Grand Mobile.

7.8.3. By making a payment in the Donation Store, the User agrees that Grand Coin, as the Game's virtual currency, is not subject to reverse conversion into legal tender (real money), withdrawal from the Game, or any other form of transfer. Grand Coins on the User's balance have no value outside of the Developer's Products and may only be used internally within the Developer's Products.

7.9. Payments are made by the User through the supported payment methods determined by the Administration. The list of available payment methods is defined unilaterally by the Administration and is indicated in the Donation Store or elsewhere.

7.10. The User confirms that the purchase of non-activated data, commands, Virtual Items, Grand Coin, and the making of donations is done voluntarily, consciously, and is non-refundable or subject to compensation. The User hereby waives any claims for a refund, except as explicitly provided for under the laws of the Republic of Kazakhstan.

## **8. Rights and Obligations of the Parties**

### **8.1. The User undertakes to:**

8.1.1. Comply with the provisions of this User Agreement, as well as other rules established by the Administration, including the rules of a specific game service.

8.1.2. Not provide access to their Account to other Users if it may result in a violation of this User Agreement. The User is solely responsible for the security of their Account.

8.1.3. Not use any equipment and/or other means to interfere with the Administration's activities in providing any services described in the current version of this User Agreement.

8.1.4. Not modify in any way the software part of the Game or other services of the Administration, nor take any actions aimed at altering the functioning and operability of the Game. Not engage in any actions aimed at harming the functionality and/or performance of servers, domains, networks, or software. Not circumvent technical restrictions established and used by the Administration.

8.1.5. Not create copies of intellectual property or any materials that are part of the Game or other services of the Administration.

8.1.6. Familiarize themselves with the terms of this User Agreement and rules, and independently monitor changes made to them.

8.1.7. Not use third-party websites/services to acquire non-activated data and commands provided to the User on a commercial basis.

8.1.8. Not disclose confidential information about other Users or Project Products for commercial or non-commercial purposes to a specific or unlimited group of persons.

8.1.9. Not modify (copy) the software used by the Administration in any way, or perform reverse engineering of such software, including decompiling it to determine its structure, design, concept, or methodology.

8.1.10. Not distribute, for commercial or non-commercial purposes, or transfer to third parties the right to use non-activated data and commands, or the audiovisual representations generated by them, provided to the User for a Fee (unless otherwise provided by the Administration), nor distribute information about the intention to perform such actions.

8.1.11. Not distribute information that violates the rights of third parties or is prohibited under the laws of the Republic of Kazakhstan.

## **8.2. The User has the right to:**

8.2.1. Demand proper fulfillment by the Administration of the terms of this User Agreement.

8.2.2. Contact the Administration for competent assistance if any issues arise in connection with the Game or other services.

8.2.3. Activate non-activated data and commands after payment of the Fee to the Administration.

8.2.4. Request deletion of their Account from the Administration at any time. The Administration undertakes to delete the User's Account with no possibility of recovery upon receipt of such a request.

8.2.5. Exercise other rights provided for in this User Agreement.

## **8.3. The Administration undertakes to:**

8.3.1. Fully fulfill its obligations under this User Agreement.

8.3.2. If payment is not a required condition for using the Game, provide the User with the right to use activated data and commands free of charge, unless otherwise provided for in this User Agreement.

8.3.3. If the User has acquired non-activated data and commands and their audiovisual representations for a Fee, provide them to the User who made the payment in the Donation Store.

8.3.4. Maintain the availability and proper functioning of the Game during the entire term of this User Agreement, taking into account possible malfunctions, technical limitations, and other restrictions indicated in this User Agreement.

8.3.5. In case of changes to the User Agreement, notify the User by publishing the relevant changes on the Website.

## **8.4. The Administration has the right to:**

8.4.1. Suspend or block access to the Game or other services (in whole or in part) in case of technical issues or other valid reasons at the discretion of the Administration.

8.4.2. Require the User to comply with this User Agreement and the rules of the game services.

8.4.3. Apply sanctions against Users who violate the terms of this User Agreement and the game service rules.

8.4.4. At its own discretion, provide any User free access to non-activated data and commands and the audiovisual representations generated by them, even if such access is otherwise available for a Fee.

8.4.5. At any time and without explanation, modify or delete any information posted by the User, including statements or advertisements.

8.4.6. At any time, unilaterally restrict, expand, or change the content of the Game or other services without prior notice to the User.

8.4.7. Disclose information about the User's device IDs and IP addresses to third parties under civil law contracts with the Administration, including for the purposes of improving the interface and features of the Game, enhancing technical capabilities, and extending User device usage time.

8.4.8. Exercise other rights provided for in this User Agreement.

## **9. Copyright**

9.1. All rights to the Game belong to the Administration. The User may not use the Game or any content contained in the Game (including, but not limited to, content of other users, photos, design, text, graphics, images, video, information, logos, software, audio files, and computer code) in connection with any commercial activity, including but not limited to advertising or soliciting any user to buy or sell any products or services not offered by the Administration.

9.2. The User undertakes to comply with the terms of this User Agreement that protect the intellectual property rights of the Administration.

## **10. Liability. Force Majeure**

10.1. The Parties shall be liable for non-performance or improper performance of their obligations in accordance with the terms of this User Agreement and, where not governed by the Agreement, in accordance with the applicable laws of the Republic of Kazakhstan.

10.2. Due to the use of computer and other equipment, communication channels and/or software owned by third parties, the Parties agree that the Administration is not liable for any delays, interruptions, direct or indirect damage or loss resulting from defects in any electronic or mechanical equipment and/or software, or due to other objective technological reasons, as well as due to actions or omissions of third parties, data transmission or connection issues, or power outages. The Administration is not liable for the User's inability to access the Game or other services, although it strives to ensure uninterrupted operation.

10.3. For violations of Clause 8.1.5 and Section 9 of this User Agreement, the User is liable in accordance with Article 49 of the Law of the Republic of Kazakhstan dated June 10, 1996, No. 6-I "On Copyright and Related Rights."

10.4. The User confirms that they use the Game and other services of the Administration at their own risk and understands that the Administration is not responsible for third-party internet resources or software that are or may be linked to the Game now or in the future.

10.5. Under no circumstances shall the Administration or its representatives be liable to the User or any third party for any indirect, incidental, or unintentional damages, including lost profits or lost data, damage to honor, dignity, or business reputation, caused in connection with the use of the website, Game, or other materials accessed by the User or others, even if the Administration has warned of or indicated the possibility of such damage.

10.6. The Administration does not guarantee that information posted by other users will not cause moral harm, health damage, or losses to the User.

10.7. The Administration does not guarantee that the Game will function uninterrupted and error-free. The Administration has the right, without explanation, to deny access to the Game or any services to all or any individual User temporarily or permanently, and to remove any information or content posted by the User within the Game or other services.

10.8. Under no circumstances shall the Administration be held liable for the results achieved or not achieved by the User within the Game.

10.9. The Parties shall be released from liability for full or partial failure to perform their obligations if such failure results from force majeure, namely: fire, flood, earthquake, strike, war, military operations, actions of public authorities, or other circumstances beyond the control of the Parties.

10.10. A Party referring to force majeure must immediately, but no later than 3 (three) calendar days, notify the other Party in writing of the occurrence and cessation of such circumstances and their impact on the Party and the Party's ability to fulfill its obligations under this Agreement. Confirmation of such circumstances must be provided in the form of a certificate from an authorized body no later than 30 calendar days from the date the notification was sent by the Party affected by the force majeure. Failure to provide such notification or the certificate deprives the respective Party of the right to refer to force majeure as grounds for exemption from liability for non-performance or improper performance of obligations.

10.11. The occurrence of force majeure postpones the fulfillment of obligations for the duration of such circumstances. Upon cessation of the force majeure, the Parties must immediately resume the performance of their obligations.

10.12. Access to the Game is granted by the Administration to all Users on equal terms, regardless of gender, race, nationality, language, origin, social or financial status, occupation, religion, beliefs, place of residence, or any other circumstances. No category of User receives privileges, advantages, or benefits from the Administration. All Users have equal rights and bear equal obligations under this User Agreement.

## **11. Dispute Resolution**

11.1. All disputes and disagreements between the Parties shall be resolved through negotiations. A claim-based (pre-trial) dispute resolution procedure is mandatory for disputes arising out of or in connection with the conclusion of this Agreement.

11.2. The recipient of the claim must, within 30 calendar days from the date of receipt of the claim, provide the claimant with a written response regarding the outcome of the claim review. If no agreement is reached within the specified period, the dispute shall be referred to the court at the location of the Administration's registration, in accordance with Chapter 3 of the Civil Procedure Code of the Republic of Kazakhstan.

11.2.1. Contact email for submitting claims to the Administration: support@grnd.gg

11.3. If any provision of this User Agreement is deemed invalid or unenforceable by a court, such determination shall not affect the validity or enforceability of the remaining provisions.

## **12. Final Provisions**

12.1. This User Agreement enters into force upon the User's acceptance (acceptance) of its terms and remains in effect until all obligations of the Parties have been fully fulfilled.

12.2. On all matters not regulated by this User Agreement, the Parties shall be governed by the applicable legislation of the Republic of Kazakhstan.

12.3. This User Agreement shall terminate in the cases provided for herein. Upon termination of the User Agreement, the User's rights in relation to non-activated data and commands, Virtual Items, Grand Coin, statistical indicators, and other similar information shall automatically terminate without the possibility of restoration.

12.4. This User Agreement is drawn up in English, both having equal legal force.

### **13. Administration Details**

LLP "Dynamic Technologies"

Company number: 190640015412

Address: 070004, East Kazakhstan Region, Ust-Kamenogorsk, Pobedy Ave., 9, N.P. 34

E-mail: support@grnd.gg