

# Terms of Service

(effective: 26 March 2026)

These terms are a binding legal contract between You and us. You must agree to these terms before You use any part of our Services. If You do not agree to any part of these terms, You cannot use any of our Services.

If You are a resident of the USA or Canada, You agree that any dispute You may have with us must be resolved on an individual basis, through final and binding arbitration as described below.

## About Artifex Mundi

We are Artifex Mundi Spółka Akcyjna with its registered seat in Warszawa, Poland, at the address: al. Jana Pawła II 27, 00-867 Warszawa, entered into the register of entrepreneurs maintained by the District Court for the Capital City of Warsaw in Warsaw, XIII Commercial Division of the National Court Register, with share capital in the amount of PLN 118,875.99, which is fully paid-up, REGON: 242841025, NIP: 6482765128.

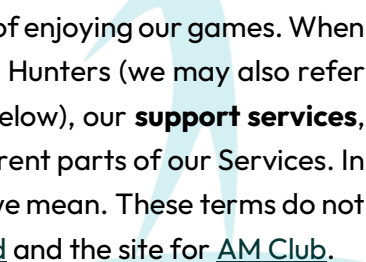
## Contacting Artifex Mundi

You can always contact us by sending an e-mail to [help@artifexmundi.com](mailto:help@artifexmundi.com) (or [support@voidunters.com](mailto:support@voidunters.com) for Void Hunters) or by post at ul. Żelazna 2, 40-851 Katowice, Poland. If You wish to contact a specific business unit, such as investor relations or data privacy, please refer to the [contacts](#) listed on our website.

## Enjoying our Services

### What do we mean by our Services

There are many elements that, when combined, create Your experience of enjoying our games. When we say '**Services**', we mean Unsolved: Hidden Mystery Games and Void Hunters (we may also refer to them simply as our 'Games'), any **Digital Content** (more about this below), our **support services**, newsletters and websites. Sometimes, different rules may apply to different parts of our Services. In such cases, we will clearly refer only to the specific part of our Services we mean. These terms do not cover Your use of our older products. Please visit the site for [Bladebound](#) and the site for [AM Club](#).



## Our contract and performance of our Services

Generally, when You accept these terms the contract for providing our Services to You is made, except that the agreement for specific Digital Content You purchase is made when You click the purchase button (or similar). The contract between You and us is performed when You gain access to our Services, except where the agreement to provide specific Digital Content specifies a different date for certain parts of our Services (for example, if some are provided to You in batches or over time).

## Age requirements

Our Services are not intended for children. **You must be an adult to use our Services, and You affirm that You are one by accepting these terms.** This generally means You need to be 18 years old or older, unless Your country has more strict rules on the matter. If You are not an adult, You need consent from Your parent or legal guardian before You start using our Services.

## Game availability

You can download our Games free of charge. We may make in-app purchases available for You to buy in our in-game store. These are completely optional but can give You an in-game advantage or may be necessary to access certain sections or features of our Games. We may also display ads to You, including ads in exchange for certain in-game benefits. These ads can be personalized; you can read about it more in our [Privacy Policy](#).

## Technical requirements

To play our Games, You need a device that we support or that matches our technical requirements. These will be indicated on the storefront page of each our Games. Please note that as technology progresses, some devices (or hardware configurations) that were previously supported may become unsupported. You may also require an internet connection to use parts of our Services (such as support or Game updates).

## Acceptable use of our Services

There are certain things we ask You not to do while using our Services. This includes:

- Doing anything we consider to be in conflict with the spirit or intent of our Services, or misusing our support services;

- Using any cheats, exploits, automation tools, emulators, bots, hacks, mods, or third-party software to modify our Services or disrupt the normal operation of our Services for You or others. This includes abusing any features or exploiting any bugs or errors in our Services;
- Trying to disrupt any hardware, tools, or platforms used by us or third parties to provide the Service, including any type of attack, such as distribution of viruses, denial of service attacks, or other attempts to disrupt our Services;
- Trying to access our Services, accounts of other users, or the computers, servers, or networks linked to the Services without authorization, or using methods other than the official interface we provide. This includes bypassing, altering, or attempting to bypass or alter any security measures, technologies, devices, or software associated with our Services, as well as assisting or encouraging others to do so;
- Sharing content that is abusive, threatening, obscene, defamatory, libelous, or offensive on the grounds of race, gender, religion, or other criteria, or engaging in persistent toxic behavior such as repeatedly posting unsolicited information;
- Posting material that includes nudity, extreme violence, offensive themes, or links to such content;
- Harassing, abusing, harming, or promoting harassment or harm toward individuals or groups, including our employees and customer service representatives;
- Distributing any material through the Services that infringes on copyrights, trademarks, patents, trade secrets, privacy rights, publicity rights, or other intellectual property rights of others, or impersonating anyone else, including our employees;
- Reverse engineering, decompiling, disassembling, decoding, or otherwise attempting to uncover the source code of any software or intellectual property used in the Services;
- Soliciting login credentials or personal data from other users of the Services;
- Collecting or sharing private information about others—such as personal identification details, images, videos, documents, or financial data—through our Services;
- Using our Services in ways that violate export controls, anti-money laundering laws, economic sanctions, or similar regulations.

### Limiting access to our Services

If You breach these terms or if You violate any applicable laws (or we have reasonable grounds to think You have), **we may limit, suspend, or terminate Your access to our Services** (or any part of them). This may include **deletion of any accounts You have created**. We may also **delay or remove content You submitted to our Services** or take legal or technical steps to prevent You from using our Services if we believe You create a risk of possible legal liability for us, including (without limitation) infringement of intellectual property rights. You can appeal our decision to limit, suspend, or terminate Your access to our Services by writing to us at [help@artifexmundi.com](mailto:help@artifexmundi.com) (or [support@voidhunters.com](mailto:support@voidhunters.com) for Void Hunters).

We reserve the right to **terminate** any account that has been **inactive for more than three years**.

## In-Game account

### Your account

You can **create an account** with us that will allow You to save progress between devices. You cannot sell, rent, or transfer an account or otherwise share it with anyone else. **You accept full responsibility for use of the account by anyone with whom You share it. This includes responsibility for any in-app purchases made by minors.**

You agree that **You do not own the account**. We reserve all rights and interest in the account. You are only given a license to the extent necessary to use our Services. See the section labelled 'Our license to You' to learn more.

You don't have to set up an account to use our Services, but we recommend that You do. **IF YOU DELETE OUR GAME FROM YOUR DEVICE WITHOUT CREATING AN ACCOUNT FIRST, ALL YOUR PROGRESS (INCLUDING ANY IN-APP PURCHASES YOU HAVE MADE) WILL BE LOST.**

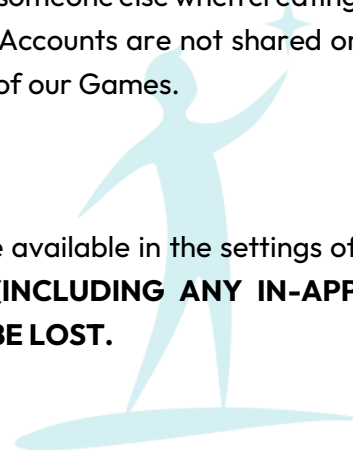
### Creating an account

You can create an account using your e-mail address or by linking third-party credentials with the Game. We will use these credentials to verify Your identity each time You log in. Although some of the credentials come from Your social media profiles, we do not link Your social media profiles with our Game. For more information on how we process Your personal data, please see our [privacy policy](#). The credentials You use to create an account must be true and accurate. You acknowledge that Your use of third-party platform credentials may be subject to their terms and policies. You agree that you are solely responsible for your relationship with such third parties and we disclaim any liability arising out or in connection with Your relationship with such third parties.

You cannot give us someone else's credentials or otherwise pretend to be someone else when creating an account with us. One person can only have one account in a Game. Accounts are not shared or linked between our Games. You must create a separate account in each of our Games.

### Deleting Your account

You may delete Your account at any time by using the in-game feature available in the settings of each Game. **IF YOU DELETE YOUR ACCOUNT, ALL PROGRESS (INCLUDING ANY IN-APP PURCHASES YOU HAVE MADE) STORED ON THAT ACCOUNT WILL BE LOST.**



## In-app purchases

### Digital Content

We may offer '**Digital Content**' to You in the form of virtual currency, in-game passes or virtual items and consumables when these are purchased with "real world" money. Although we may use words like 'buy' or 'purchase', **You do not actually own any Digital Content**. We are only giving You a limited, personal, non-transferable, non-sublicensable, revocable **license to use such Digital Content** inside one of our Games for Your **non-commercial entertainment**. Any Digital Content purchased is **bound to Your account and cannot be transferred** between accounts or Games. **We may change any part of Digital Content or its pricing at any time and without notice.**

### Making a purchase with "real world" money

We do not process any **transactions** You make with "real world" money - these are **handled by third-party stores** applicable to the platform You play on (such as Google Play or Apple App Store). You agree these transactions are subject to any terms, conditions, or rules the platform may apply. You also accept that **any purchase fees are charged in advance, before the Digital Content is provided to You**. You confirm that You are authorized to use the chosen payment method and that **You take full responsibility for purchases made by people to whom You have entrusted Your device or account or for whom You have authorized a payment method (including minors).**

### Refunds and withdrawals of Digital Content

**The provision of Digital Content by us begins immediately upon acceptance of Your purchase.** By purchasing Digital Content, You accept that **we perform the contract for provision of Digital Content to You before the expiration of any statutory withdrawal period** You may have under applicable law. For the avoidance of doubt, **You give us explicit consent for delivery of any Digital Content You purchase before the end of the withdrawal period**, and You accept that this means **You lose any statutory right of withdrawal** You may have had. Unless there are laws that apply to You that cannot be excluded, You agree that **ALL IN-APP PURCHASES OF DIGITAL CONTENT ARE FINAL AND NON-REFUNDABLE.**

### In-game passes

An **in-game pass** is an in-game mechanic You purchase that provides certain benefits, such as additional virtual currency over time, in-game virtual items, discounts or in-game mechanics. You accept that any rewards listed as part of an in-game pass may be seasonal and may not be accessible outside of the event for which they were issued. We may modify or discontinue in-game passes at any time.

## Virtual currency

**Virtual currency** is a type of Digital Content in our Games. Our virtual currency can be purchased with 'real-world' money but cannot be exchanged back into 'real-world' money and cannot be transferred between Games or accounts. Virtual currency has no value outside of our Games. You can spend virtual currency on different gameplay mechanics (such as energy, clues or summons) depending on the Game. You can use virtual currency only in the Game in which it has been purchased – you can't use such virtual currency or exchange it to a different currency in our other Games.

## Making purchase with virtual currency

You can spend virtual currency you have purchased on different game mechanics, such as purchase of virtual items, consumables or unlocks (depending on the Game). **YOU AGREE THAT ANY IN-APP PURCHASE YOU MAKE WITH VIRTUAL CURRENCY IS FINAL AND NON-REFUNDABLE.**

## Newsletters

We may provide a newsletter to You if You elect to subscribe to it. Newsletter is going contain information about our Services. We may have more than one newsletter. You can unsubscribe from any newsletter at any time by using the cancellation feature linked in newsletter e-mails or by writing to us at [help@artifexmundi.com](mailto:help@artifexmundi.com) (or [support@voidunters.com](mailto:support@voidunters.com) for newsletters related to Void Hunters). Any newsletter is provided to You free-of-charge and we may cancel it at any time. We may grant you in-game benefits or rewards for subscribing to our newsletters.

## Alpha and Beta content

We may, at our sole discretion, grant You access to unfinished (alpha, beta) versions of our Games. Such access may be subject to additional terms and conditions. If You play our Game at the alpha or beta stage, You acknowledge and accept to have no expectations of quality, fitness or completeness of such Game. We may revoke Your access to such Game at our sole discretion, its features may change without notice and you may lose all your progress at any time.

## Intellectual property and AI disclosures

### Ownership

We own and reserve all intellectual property rights and interest in any part of the Services. This includes (without limitation) the Games, any Digital Content and any account You create with us.

Nothing in these terms shall be interpreted as granting You any titles, rights, or licenses to any part of the Services, except as expressly stated otherwise.

### **Our license to You**

Subject to Your compliance with these terms, we grant You a non-exclusive, non-transferable, non-sublicensable, revocable, and limited license to access and use our Services solely for Your personal, non-commercial entertainment. The license terminates upon termination of our contract with You.

### **Your license to us**

You give us an assignable, sub-licensable, transferable, free-of-charge, perpetual, irrevocable license to copy, reproduce, modify, translate, create derivative works from, adapt, publish, sell, distribute, broadcast, perform, or make available on-demand any content You submit to our Services or otherwise communicate to us. To the maximum extent permitted by law, You waive or agree not to exercise any moral rights to any content You submit to our Services or otherwise communicate to us.

### **AI disclosures**

We may use generative AI-based tools to enhance the development process. We do not use AI to automate any decisions about You. We may use AI tools in providing our support services to you, but there will always be a human in the loop.

### **Updating our Services**

Our Games are provided in a live service model, which means **we can update or otherwise modify any part of our Services at any time** (including balancing the properties of Digital Content or in-game items You purchase or changing the prices). This may even include **completely shutting down any part of our Services**. If the changes we make are substantial (for example, shutting down a Game or a complete overhaul of Game economy), we will do our best to let You know beforehand. This does not apply to alpha/beta versions of our Games with may be substantially changed at any time without notice).

We may require You to install updates released by us to continue playing our Game or to update third-party software needed to use our Services. We may also make updates and modifications automatically. You agree to any such updates and modifications.

Please note that some updates to our Services may use some of Your internet capacity to download. We strongly recommend You use Wi-Fi when downloading any updates to our Services. **We are not liable for any additional charges applied by Your internet provider due to any internet capacity or data transfer limitations.**

## Privacy

We process Your personal data to provide and improve our Services, combat cheating, communicate with You, and present You with our offer of in-app purchases. We may also share Your data with advertisers (although You can refuse this or opt out). To learn more about how we process Your personal data, please read our [privacy policy](#), which is hereby incorporated into these terms.

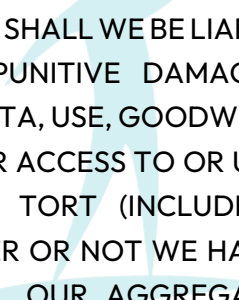
## Liability

### Limited warranty

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, AND WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS, AND WE DO NOT WARRANT THAT ANY DEFECTS WILL BE CORRECTED. ANY PART OF OUR SERVICES MAY BECOME UNAVAILABLE TO YOU IF YOU CHANGE YOUR LOCATION. NOTHING IN THESE TERMS SHALL LIMIT OR EXCLUDE ANY STATUTORY WARRANTY TO WHICH YOU MAY BE ENTITLED THAT CANNOT BE LIMITED OR EXCLUDED BY LAW.

### Limitations of liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES) ARISING OUT OF OR RELATING TO YOUR ACCESS TO OR USE OF THE SERVICES, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STATUTE, OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT WE HAVE BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGE. FURTHER, OUR AGGREGATE LIABILITY TO YOU FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THESE TERMS OR THE



SERVICE WILL NOT EXCEED THE AMOUNT YOU HAVE PAID US, IF ANY, IN THE 6 MONTHS PRIOR TO THE DATE THE CLAIM AROSE. NOTHING IN THESE TERMS SHALL EVER LIMIT (I) ANY STATUTORY RIGHT YOU MAY HAVE OR (II) OUR LIABILITY FOR DEATH, PERSONAL INJURY, OR WILLFUL ACTS OR (III) ANY OTHER LIABILITY, PROVIDED THAT IT CANNOT BE EXCLUDED BY LAW.

### **Indemnity**

YOU SHALL INDEMNIFY, DEFEND, AND HOLD US HARMLESS AGAINST ANY AND ALL LOSS OR DAMAGE (INCLUDING REASONABLE ATTORNEYS' FEES) THAT MAY ARISE OUT OF OR IN CONNECTION WITH YOUR USE OF OUR SERVICES OR YOUR BREACH OF THESE TERMS.

## **Resolving our disputes**

### **Amicable resolution**

**You agree to take all reasonable steps to resolve any dispute You may have with us amicably.** Only if we fail to resolve a dispute amicably can any such issue be directed to court. Please note any special rules below that may apply based on Your residency.

### **Mandatory arbitration and mass arbitration (for US and Canada residents)**

You and we agree that any dispute, claim, or controversy arising out of or relating to Your use of our Services or these terms (including prior versions of these terms) shall be resolved exclusively through final, binding, individual arbitration administered by the American Arbitration Association ("AAA") under its Consumer Arbitration Rules, except as expressly provided below. This arbitration agreement applies to all users residing in the United States and Canada. **BY AGREEING TO THESE TERMS, YOU WAIVE THE RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION, COLLECTIVE ACTION, PRIVATE ATTORNEY GENERAL ACTION, OR OTHER REPRESENTATIVE PROCEEDING.**

All disputes must be brought in Your individual capacity, not as a plaintiff or class member in any purported class action, consolidated action, or representative proceeding. The arbitrator may not consolidate more than one person's claims or preside over any form of class, collective, or representative proceeding (except as provided below). If this prohibition is found unenforceable, the entire arbitration agreement shall be void, but the remaining part of these terms will remain in effect.

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When 25 or more similar arbitration claims are filed against us by players represented by the same law firm or coordinated counsel, involving related facts or legal issues, mass arbitration procedure shall apply in accordance with the AAA Consumer Arbitration Rules.

The arbitration will be conducted by a single arbitrator in accordance with AAA's Consumer Arbitration Rules. The arbitrator's decision shall be final and binding, with limited rights to appeal under the Federal Arbitration Act (9 U.S.C. §§ 1–16). Arbitration hearings may be conducted virtually or in a mutually agreed location. This arbitration clause is governed by the Federal Arbitration Act. If any part of this clause is deemed invalid or unenforceable, the remaining provisions shall remain in full force, except that if the prohibition on class actions is invalidated, the entire arbitration agreement shall be void. This arbitration clause survives termination of Your account or Your contract with us.

Notwithstanding the above, the following claims may be brought in court or another appropriate judicial forum without first submitting to arbitration: (a) claims involving the enforcement, protection, or validity of our intellectual property rights, including copyrights, trademarks, trade dress, domain names, patents, trade secrets, or related rights; (b) claims related to piracy, unauthorized access, distribution, or tortious interference with contractual or business relationships; (c) claims that are not subject to arbitration under applicable law, including those pre-empted by federal statutes that invalidate arbitration agreements for specific types of disputes; (d) claims eligible for resolution in small claims court, provided the action remains individual and is not consolidated with other claims.

**You may opt out of this arbitration and mass arbitration within 30 days of accepting these Terms by emailing us at [help@artifexmundi.com](mailto:help@artifexmundi.com) (or [support@voidhunters.com](mailto:support@voidhunters.com) for Void Hunters) with Your full name and a clear statement of Your opt-out decision.**

## Ending our contract

These terms are a **binding legal contract** between You and us, but **You may terminate it at any time by letting us know at [help@artifexmundi.com](mailto:help@artifexmundi.com) (or [support@voidhunters.com](mailto:support@voidhunters.com) for Void Hunters).** Please note that You can only terminate our contract if You stop using our Services. As long as You use our Services, our contract cannot be terminated.

We may terminate our contract with You if You breach these terms or if You violate any applicable laws (or we have reasonable grounds to think You have).

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## Additional provisions

### Governing law and jurisdiction

These terms, as well as any aspect of us providing Services to You not regulated by these terms, are subject to Polish law. Any consumer laws that are more advantageous to You than these terms will apply, provided that they cannot be excluded or limited by law. Any dispute that we cannot solve amicably, in accordance with the 'Resolving our disputes' section of these terms shall be directed exclusively to Polish courts having jurisdiction over our registered seat.

### Severability

If any provision of these terms is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, that specific provision shall be modified or eliminated only to the minimum extent necessary, and the remaining provisions of these terms shall continue in full force and effect. Any modified provision will strive to maintain the original intent as closely as possible.

### Assignment

We may assign any right or obligation arising out of these terms or our privacy policy at any time to any third party without Your consent. You may not assign any rights or obligations arising out of these terms or any other document or declaration we have made towards You to anyone without our prior written consent.

### Entire agreement

These terms, together with the privacy policy and other documents (as applicable) listed in the '[Legal Disclosures](#)' section of our website, are the entire agreement between You and us for the provision of Services to You. They supersede any previous agreements, arrangements, and understandings we may have had, oral, written, or otherwise, regardless of whether these have been established by precedent, policy, or common market practice.

### No waiver

Our failure to enforce any right or provision of these terms or any other right we may have towards You will not be considered a waiver of such right or provision. No waiver of any provision shall be effective unless it is in writing and signed by us. Any single or partial exercise of any right or remedy shall not preclude further exercise of that right or remedy or the exercise of any other right or remedy.

### **Force Majeure**

We are not liable for any failure or delay in performing our obligations under these terms if such failure or delay is caused by circumstances beyond our reasonable control. These circumstances include, but are not limited to, natural disasters, war, terrorism, riots, government actions, labor disputes, power outages, or widespread internet failures.

### **Relationship with platforms**

We are the only party responsible for providing the Services to You. The platforms on which our Games are released have no obligation to provide our Games to You. No platform is a party to these terms. Your use of each platform is subject to any terms and policies such platform imposes on You.

### **Changes to these terms**

**We may change these terms at any time and for any reason.** We will give You **14 days' notice** before this happens. By continuing to use our Services, **You will be deemed to accept such changes.** If You do not agree to any of these changes, You must immediately stop using our Services.

