

1. Terms and Conditions concerning the Website and Service under the name of Dota 2 Boost, <https://elo-boosters.com>, officially registered in Russian Federation under the name Chepuryaev Aleksey Aleksandrovich, address Krasnoyarsk – 9 maya 77, registration number – 315246800037207.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

1.1.1. Please be aware and make sure you read every terms and conditions and accept them before you use our service, these terms and conditions states all the legal rules and functions of the service you need to know. This being said You, our customer, accept that by using our service you are aware of all the terms and conditions and that You are fully aware of all the content on this document before purchasing our Service.

1.1.2. If by any motive you do not accept our terms and conditions make sure you contact us (using the “Contact Us” area in this website), so we can discuss your reasons and motives why you do not accept the Terms and Conditions of Dota 2 Boost.

1.1.3. The service Dota 2 Boost is hosted under the website <https://elo-boosters.com> and by no other site or service under this name is directed to any of Dota 2 Boost, services and has no direct connection to Dota 2 Boost.

1.1.4. Any and all of the unauthorized employees are not permitted under any circumstance to purchase any service from this website or from us or any direct affiliate in any way shape or form. The customer or attempted customer fully considers and accepts all risks and agrees to defend, hold harmless, and compensate Dota 2 Boost, for any allegations made by the unauthorized and any affiliate regarding to this or any transaction in regards the use of the intellectual property owned by the unauthorized.

1.1.5. Dota 2 Boost, makes no representations in regards to the use, ownership, or transfer of Valve, or their affiliate's, intellectual property and the customer is fully aware of that case.

1.1.6. The content on this site and all extensions of this site is shown as is and without a warranty of any kind either expressed or implied. To the fullest extent allowed in regards to the law, Dota 2 Boost, reject all warranties implies or expressed, including but not limited to, implied warranties of merchantability and fitness for particular purpose. In relation to all services, Dota 2 Boost is only providing a service to the customer; no goods, property, or any extension of a physical product are being sold by Dota 2 Boost. Dota 2 Boost, makes no claim to the title regarding any of the unauthorized intellectual property and are simply acting as a third-party transferee of the property among the unauthorized and the customer; once the payment is received by Dota 2 Boost, and the promised services are completed by the aforementioned, the customer will take Dota 2 Boost's place as a user of unauthorized intellectual property to the limit allowed by the unauthorized. At the end of any transaction between the customer and Dota 2 Boost, the customer

will assume that Dota 2 Boost, functions merely as a licensee of the unauthorized to use its intellectual property and grants Dota 2 Boost, indemnity from the entire business dealing. Dota 2 Boost, claims no title to any intellectual property interests held by the unauthorized nor the customer; and except those, if any, granted by the unauthorized, no intellectual properties are being transferred to the customer by Dota 2 Boost, from any transaction.

1.1.7. Dota 2 Boost, reserves the right to change or alter any site conditions, terms, or policies with or without any present or prior notification to the clients, members, and visitors to <https://elo-boosters.com> as well as our respective extensions. It is the sole responsibility of the aforementioned to pay close attention to any alterations, changes, removals or additions to the clauses and rules written in the terms and conditions. By purchasing any service that Dota 2 Boost, offers on <https://elo-boosters.com> or outside of it, you are automatically agreeing to the terms and conditions as a whole.

1.1.8 league is a registered trademark of Valve, Inc. Dota 2 Boost is in no way affiliated with, associated with or endorsed by Valve, Inc.

## 2. Purchases and Order completion

### 2.1 Purchases

2.1.1 If you wish to purchase any product or service made available through the Service ("Purchase"), you may be asked to supply certain information relevant to your Purchase including, without limitation, your credit card number, the expiration date of your credit card, your billing address, and your shipping information.

2.1.2 You represent and warrant that: (i) you have the legal right to use any credit card(s) or other payment method(s) in connection with any Purchase; and that (ii) the information you supply to us is true, correct and complete.

2.1.3 By submitting such information, you grant us the right to provide the information to third parties for purposes of facilitating the completion of Purchases.

2.1.4 We reserve the right to refuse or cancel your order at any time for certain reasons including but not limited to: product or service availability, errors in the description or price of the product or service, error in your order or other reasons.

2.1.5 We reserve the right to refuse or cancel your order if fraud or an unauthorised or illegal transaction is suspected.

## 2.2 Order completion

2.2.1 For Skill Rating Boosting and Duo Boost services the order is considered completed when customer's account hits desired position. In this case, evidence of order completion will be screenshot of the end game lobby of the final game on which summoner name of customer's league account and achievement of desired position are visible. league open databases like lolking.net and op.gg can be used as equal evidence.

2.2.2 For Pay per win, Placement Matches and Normal draft services the order is considered completed when customer's account hits desired amount of net wins. In this case, evidence of order completion will be screenshot of the end game lobby of the final game on which summoner name of customer's league account is visible. league open databases like lolking.net and op.gg can be used as equal evidence.

2.2.3 For Champion Mastery service the order is considered completed when champion on customer's hits desired rank in league mastery system. In this case, evidence of order completion will be screenshot of the end game lobby of the final game on which summoner name of customer's league account and achievement of desired champion mastery rank are visible.

## 3. Refund Policy

3.1.1 Due to the nature of Dota 2 Boost products (non-tangible digital goods), it is not possible to “return” the product therefore we DO NOT offer refund after your order is already done.

3.1.2 If your order has not started you are eligible for a full refund (100%) or store credit for the amount paid to us.

3.1.3 If your order has already started you are eligible for a partial refund depending on the current status of your order.

## 4. Customers Duties and Rights when using or looking forward to use our Service:

### 4.1. Customer Duties:

4.1.1. Dota 2 Boost is not associated with Valve or any unauthorized entity in any way, shape, or form. Dota 2 Boost, warns any customer or potential customer to refrain from violating, infringing, or making any illegal action in regards the intellectual property rights of Valve or any unauthorized entity.

4.1.2. By entering our website, or any extension of this site, or our facebook page or any forum related to our service, and looking at any content within the site(s), Forum(s) or information concerning Dota 2 Boost, you declare under penalty of perjury and under the laws of any country under the Europe Union Laws, that you are not employed or affiliated with Valve and their respective affiliates and subsidiaries.

4.1.3. By using our or any Service included under Dota 2 Boost, You, customer accept and known all the legal rights, and that You, customer, are aware that by purchasing any Service under the Dota 2 Boost, services you known what you are paying for, and that the Service you are paying for matches your in-Game information.

4.1.4. You, customer accept that and if Dota 2 Boost, is aware of the amount of wins/MMR you purchase does not match the exact division you currently have under your summoner Name, You, customer accept and authorize the Service to be done to the real division you are in, for example if you Purchase a Boost Service of 20 wins in Silver 4 and you are currently in silver 2 you will be boosted to the exact proportion of the prices in these divisions, so the Service will count as amount of wins $\cdot$ x/y x=division you bought elo in y=division you are currently in.

4.1.5. You, customer accept that by buying our Service you are aware that you cannot dispute any purchase with Dota 2 Boost after the Service is done or the service has been partially completed, and that you as a customer cannot violate the rules of ChargeBacks stipulated in any payment method provided by Dota 2 Boost.

4.1.6. You, customer accept that by buying our Service and by the time the Service ends if You, customer claim the purchase money back, that there will be Consequences referring to the Law stated under any Europe Union Country, and that you accept any penalty that Dota 2 Boost may apply to you.

4.1.7. You, customer accept that losing League Points due to your log ins goes on your responsibility even dropping from promotion series due to mentioned reason, and that the boosters Reserve the right to change your masteries and runes, and that You, customer accept that booster may use Influence Points you may have and the ones they may win in their pursuit to complete the Service as well as buying Champions and Runes.

4.1.8. You, customer accept that you won't be playing any promotion games and that if you do we reserve the right to announce the boost as completed, also in case that you play some games during promotion we reserve the right to just play promotion series without making in guaranteed.

4.1.9 You, the customer, accept that if you play any ranked games while having bought a division or a tier boost from us, we reserve the right to stop the service and announce the boost as complete, with no refunds offered.

4.1.10 When purchasing an order you are eligible for a refund within 48 hours of it's purchase, this applies if the a booster did not start working in your account within the giving time. You can request this refund directly through email, [contact@dota2-boost.com](mailto:contact@dota2-boost.com) or Live Customer Support.

4.1.11 Orders that were not completed within the giving season duration. In the giving case of a booster proceeding to start it but not being able to finish it within season time, we will issue a partial refund, accordingly.

#### 4.2. Customer Rights:

4.2.1. Customers Reserve the right to watch and spectate any game during the process and ask any doubts to his/her Booster or directly to Dota 2 Boost Contacts.

4.2.2. Customers Reserve the right when applying to a Duo queue Service or a Coaching Service the privilege of specific language to communicate while applying the Service, taking in consideration our available languages.

4.2.3. Customers Reserve the right to purchase the Service of MMR Boost, Duo Queue's, Boosting packs, Pay-per-win, Placement matches, Champion mastery, Normal Draft and Coaching held by Dota 2 Boost, consisting in the rise of the amount of elo, the number of duos queues or the number of hours to coach selected under the Summoner Name that customer provided in the Web Form that Dota 2 Boost, gives after the payment is done, if and only after reading the terms and conditions the customer is qualified to apply to the service.

5. Dota 2 Boost Platform users (league boosters and coaches) Duties, Rights and Administration Penalties when using or looking forward to use our Service:

## 5.1. Duties of Dota 2 Boost platform users:

5.1.1 Your position in league ranked system should be Diamond 1, Master or Challenger to start using our platform providing boosting and coaching services.

5.1.2 Your league account has to have at least 100 honor in one of four positions.

5.1.3 You have to be polite during your games on customer account. Causing ranked restriction or ban on customer's account will lead to a cash penalty or even your Dota 2 Boost account suspension.

5.1.4 You should avoid using any 3rd party programs like hacks, scripts or even apps like curse voice which may lead to suspension of customer account.

5.1.5 You have to start working on an order in 30 mins after you claim it. You can't take orders for the evening or for the next day.

5.1.6 You have to complete order before date specified in order info. You should play at least 8-10 games every 24 hours since the moment of order claim.

5.1.7 You have to be polite with customer despite his behaviour.

5.1.8 To successfully report order completion you have to upload screenshot of the end game lobby of your last game.

5.1.9 You have to be online on website when you are playing on the customers account.

5.1.10 You have to upload at least 2 portfolio screenshots and set a custom avatar for your Dota 2 Boost profile within a month after your account on our service creation.

## 5.2. Administration Penalties:

5.2.1 Violation of the Employes duties may lead to return your account on a trial period, cash penalty (with the amount by the administrator's discretion) or your Dota 2 Boost account suspension.

5.3. Rights of Dota 2 Boost platform users:

5.3.1 You have a right to receive a full payout of your Dota 2 Boost available balance not less than once per month (excluding the part which may be delayed due to a trial period).

5.3.2 You have a right to claim any orders that appear in our base (excluding orders what are limited while you are on a trial period).

5.3.3. You have a right to stop working on your current order by a request to the Dota 2 Boost administrator.

5.3.4 You have a right to directly contact us via skype if you experience any issues during order completion.

6. Accounts

6.1.1 When you create an account with us, you must provide us information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of your account on our Service.

6.1.2 You are responsible for safeguarding the password that you use to access the Service and for any activities or actions under your password, whether your password is with our Service or a third-party service.

6.1.3 You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

6.1.4 You may not use as a username the name of another person or entity or that is not lawfully available for use, a name or trade mark that is subject to any rights of another person or entity other than you without appropriate authorization, or a name that is otherwise offensive, vulgar or obscene.

7. Account Termination

7.1.1 We may terminate or suspend your account immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

7.1.2 Upon termination, your right to use the Service will immediately cease. If you wish to terminate your account, you may simply discontinue using the Service.

## 8. Changes

8.1.1 We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

8.1.2 By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

## 9. Data Handling Policy

The Service Provider is not liable for any acts or omissions of the Users within the Website. The Service Provider does only provide the Users with the Website, and the User is obliged to use the Website in a manner consistent with the law.

The Service Provider is not obliged to check, whether acts or omissions of the Users, data stored by them or activity related with them are consistent with law.

The User is fully liable for his acts or omissions during his using the Website.

Unless Terms of Use stipulate otherwise, the Service Provider is liable towards the User for the damage resulted from non-performance or improper performance of the Services only, if he is at fault. The burden of proof of the fault lies on the User.

The liability of the Service Provider towards the User shall covers only real harm, does not cover lost profits (lucrum cessans).

To the fullest extent permitted by law (including consumer protection provisions), the Service Provider is not liable for any actions and damages resulting from:

The User not adjusting to the technical requirements necessary for supporting the IT system used by the Service Provider

Impossibility of accessing the Website for reasons beyond the Service Provider's control;

Force majeure, wars, terrorist attack, fire, flood in server room, hackers attack, failures, reasons on the part of access providers, failures of hardware or software of the Users, failure in server rooms, reasons on the part of other third parties (entities providing telecommunications, hosting, bank, postal, courier, e-mail, registration and keeping domains services and other similar services, entity operating payment process);

Illicit usage from the Website by the User or other person;

Malicious or violating the law acts or omissions of every Internet user;

Reasons on the part of software other than Website (e.g. Microsoft Windows);

Rejecting e-mails by e-mail servers other than that of Service Provider, e.g. as a result of filters, blocks or failures of these systems;

In other situations specified in Terms of Use

Viruses or Trojans;

The Service Provider is not liable for any unauthorized programs that can potentially be triggered by the User.

The Service Provider is not liable for designation of his e-mails or e-mails of Users as a spam by e-mails service used by the User or by the Service Provider.

The Service Provider is entitled to technical break in functioning of the Website. The Service Provider notifies the User on such break by Message unless the necessity of such break is sudden or unexpected.

The Service Provider is entitled to temporal limitation of some features of the Website, make them available on selected hours or introduce restrictions on the amount of them, if lack of limits could affect the continuity and stability of the Website. The Service Provider is not liable for consequences of the abovementioned activities.

The Service Provider is not liable for any damage borne by the User as a result of using by the User unprotected and deprived of antivirus software computer connected to the Internet, in particular for breaking into a system used by the User and e-mail, password or username acquisition by a third party or virus infection of computer systems of the User.

The Service Provider does not take part in any way in the contacts between the User and is not a party of any factual or legal acts made between them.

The Service Provider does not guarantee truthfulness and reliability of any Data uploaded or stored by Users on the Website.

The Service Provider is in particular not liable towards the Users for:

Situation when Data is contrary to the reality;

Truthfulness and reliability of Data uploaded by the Users;

The User's ability to fulfill the Contracts;

Solvency of the Users;

The Service Provider does not take part in the disputes between the Users. All the disputes are settled by the Users themselves. The Service Provider does not engage in any legal proceedings connected with settling this type of disputes.

The Service Provider is not liable in particular for educational problems or way of behaving of Users in connection with the Agreements and games, in particular addictions connected with computer or other games, lack of winning of Games, participation by the User in illegal games or **infringement by the User of Game Rules. In particular Service Provider is not liable for blocking or suspending of your account in the Game or banning you from the Game.** Such event does not give raise to any claims against the Service Provider or another User, in particular claim to return the paid funds.

The Service Provider may without prior notice of the User annul the Agreement if it is contrary to the law or principles of social coexistence or infringes good name of the Service Provider.

## 10. Contact Us

10.1.1 If you have any questions about these Terms, please contact us using live-chat or [contact@dota2-boost.com](mailto:contact@dota2-boost.com) e-mail.

## 11. Data handling policy

By accepting Terms of Use you agree for processing your personal data provided by you using the Website by the Service Provider for the purpose of using the Website, including concluding, executing, squaring and settling the Agreements, for accounting purposes, settling with you and communication with you.

It is the Service Provider being the controller of personal data.

## 12. Privacy Protection

### **Information Collection And Use**

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to, your email address, name ("Personal Information").

### **Log Data**

We may also collect information that your browser sends whenever you visit our Service ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyze this type of information in order to increase our Service's functionality. These third party service providers have their own privacy policies addressing how they use such information.

### **Cookies**

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

We use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

### **Service Providers**

We may employ third party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

### **Communications**

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

### **Security**

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

### **International Transfer**

Your information, including Personal Information, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside Ireland and choose to provide information to us, please note that we transfer the information, including Personal Information, to Ireland and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

### **Links To Other Sites**

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

### **Children's Privacy**

Our Service does not address anyone under the age of 13 ("Children").

We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your Children has provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from a children under age 13 without verification of parental consent, we take steps to remove that information from our servers.

### **Changes To This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **Contact Us**

If you have any questions about this Privacy Policy, please contact us.

## **Additional Terms and Conditions; EULAs**

When you use G2A Pay services provided by G2A.COM Limited (hereinafter referred to as the "G2A Pay services provider") to make a purchase on our website, responsibility over your purchase will first be transferred to G2A.COM Limited before it is delivered to you. G2A.COM is becoming Merchant of Record over your purchase. G2A Pay services provider assumes primary responsibility, with our assistance, for payment and payment related customer support. The terms between G2A Pay services provider and customers who utilize services of G2A Pay are governed by separate agreements which can be found under the link <https://pay.g2a.com/terms-and-conditions> and are not subject to the Terms on this website.

In order to proceed the payment transaction, you temporary entrusts the G2A.COM with subject of the transaction, and G2A.COM takes responsibility for the product and for the transaction processing.

With respect to customers making purchases through G2A Pay services provider checkout, (i) the Privacy Policy of G2A Pay services provider shall apply to all payments and should be reviewed before making any purchase, and (ii) the G2A Pay services provider Refund Policy shall apply to all payments unless notice is expressly provided by the relevant supplier to buyers in advance. In addition the purchase of certain products may also require shoppers to agree to one or more End-User License Agreements (or "EULAs") that may include additional terms set by the product supplier rather than by Us or G2A Pay services provider. You will be bound by any EULA that you agree to.

You are responsible for any fees, taxes or other costs associated with the purchase and delivery of your items resulting from charges imposed by your relationship with payment services providers or the duties and taxes imposed by your local customs officials or other regulatory body.

**For customer service inquiries or disputes, You may contact us by email at [contact@dota2-boost.com](mailto:contact@dota2-boost.com).**

**Questions related to payments made through G2A Pay services provider payment should be addressed to [support@g2a.com](mailto:support@g2a.com).**

Where possible, we will work with you and/or any user selling on our website, to resolve any disputes arising from your purchase.