# Terms and conditions

Version 2026-11-19.2

Version 2026-11-19.2. Translation for convenience; the German terms apply.

## In plain words

- You buy from Capydra, owner Harith Al-Ani. We sell every product ourselves.
- Right now the shop only shows products. Nothing can be ordered yet, so these terms apply from the first order.
- Before you show the key (up to 14 days after delivery) you can cancel the order on the order page and get all your money back, the way you paid.
- Showing the key is the delivery. You agree to that twice before, so after that the right of withdrawal ends.
- Key does not work? Report it on the order page. The exact error message and a screenshot help us, but your legal rights do not depend on them. We replace first; if that is not possible you get your money back. We usually answer within 48 hours.
- Check platform and region on the product page. If the region does not fit your country, we warn you before you buy.
- Fraud, a chargeback without reason or misuse can lead to a block. We always tell you the reason, and a person reviews it on request.
- German law applies; the mandatory consumer law of your home country stays.

This is a summary. The full text below is binding.

## 1. Scope, contract partner, buyers worldwide

These terms apply to every order in this shop, whichever country you order from. Your contract partner is Capydra, owner Harith Al-Ani, Max-Schwarze-Weg 27a, 46236 Bottrop (see legal notice). We sell every product ourselves.

We sell to customers all over the world. Some rules apply only to consumers. A consumer is anyone who buys for purposes that are mainly outside his trade, business or profession (§ 13 BGB).

We do not sell to countries or persons where sanctions of the EU, the United Nations or Germany forbid the sale. We refuse such orders before the contract is made.

Only adults (18 or older) can order. If a game has an age rating, it also applies to the person who plays it; whoever buys for a child takes care of that.

The product page shows a game's age rating (USK, or PEGI where there is no USK rating) where there is one.

## 2. Products

We sell digital keys (activation codes) for games, software, credit and subscriptions. Where a product page offers them, we also sell the special product types in section 3. The product page says what exactly you get, where it works (platform, region) and which rules apply to it; please check before you order that it fits your account.

We never sell: items for Roblox, boosting (someone plays in your account for you), cheats, bots and hacks, products that were stolen or bought with someone else's means of payment, and anything that is illegal under German law.

## 3. Special product types

(1) The following product types follow these extra rules. What you get, how it is delivered and by when is also shown on the product page.

(2) Rules of the makers. Some makers and platforms forbid in their terms of use buying game accounts,

game gold, items or top-ups from third parties. Where this applies to a product, we tell you on the product page before you buy, and you confirm the notice with a separate tick. The maker can then restrict or close your account with the maker. We are not connected with the makers (section 14). Your statutory rights are not affected.

(3) Game currency and credit codes. You get a code of the maker or its distributor (for example for V-Bucks, FC Points or Razer Gold) that you redeem in your own account yourself. Delivery and refunds work as for keys (sections 10 to 12).

(4) Direct top-ups. When you order you give your player ID (and, where needed, server or region), never your password. We book the credit you bought directly to that game account. Delivery is done once the credit is booked; the delivery time is on the product page. Please check the player ID carefully: a booking to a wrong ID that you gave can usually not be undone. Until the booking you can cancel the order free of charge. If we cannot book, we refund the full price.

(5) Game gold and game items (for example gold in online role-playing games or FC Coins). When you order you say where the delivery goes (character, server, in-game name). We deliver through the game's own trade function (for example trade, mail, auction house or transfer market); we never ask for the login of your account, with one exception: FC Coins in the Comfort Trade method (section 3 (5a)). Delivery is done once the amount has arrived in your account. If we do not deliver in the delivery time or not the full amount, we refund the missing part or, if you wish, the whole price. We buy game gold only from suppliers who assure us that it was not won with bots, cheats or exploited game bugs. If the maker takes the gold away because of where it came from, that is a defect (section 12).

(5a) FC Coins (Comfort Trade), the one exception, together with (5b). We deliver FC Coins through the supplier's "Comfort Trade" method, which works only through your own EA account. So for this product, and only for this product, we ask for the e-mail address and the password of your EA account and 2 to 6 backup codes of that account. We ask for them only on the order form and on the fix form of your order page, never by chat, e-mail or phone. We need them for one reason: so that our supplier can sign in and move the coins to your account. They are stored encrypted, are not shown in the shop, in e-mails or in alerts, are sent only to our supplier and are deleted as soon as the order is delivered or cancelled (an order that is not paid is deleted with them after one hour). If the supplier cannot sign in, your order page asks you to correct the details. Please use only your own EA account. The rules of EA forbid trading coins: your EA account can be restricted or banned and coins can be taken away. If EA acts because of our delivery, our supplier restores the account within 24 hours, up to the value of your order. Orders of more than 7.5 million coins are delivered in stages; the next stage starts about 30 hours after the last transfer. After the delivery, change your EA password and renew your backup codes. We deliver this product only if you confirm that the account is your own and that you know the rules of EA. The price is read again from the supplier when you order; if it rises, you see the new price and confirm it first.

(5b) Other EA services (SBC, player cards, squad advice, FC 27 Gallery). Our supplier does these inside your own EA account, so the rules of (5a) apply in full: we ask for the e-mail address, the password and the backup codes of your EA account on the order form only, store them encrypted, send them only to the supplier and delete them as soon as the order is delivered or cancelled. EA's rules may forbid these services too, and the 24-hour restore promise of (5a) applies. For FC 27 Gallery the order page may ask you to decide: if your club needs more coins, or the predicted coin loss is above your limit, we go on only after your yes. If you say no, the owner decides about the refund personally, never automatically. Coin numbers shown before the order are estimates.

(5c) WebApp accounts and game codes. A WebApp account is a game account that we hand over, so clause (7) applies: after you click on your order page, we show the login, the mailbox data and the recovery data once, with a checklist to change all of them at once, and we delete the data 14 days after you saw it. Game codes are bought for you by hand after your payment and are shown on your order page after you click; this usually takes a few hours.

(6) CS2 skins. You give your Steam trade URL. We send you a trade offer on Steam; delivery is done once you accept it. Steam can delay a trade or protect it for some days under its own rules (for example Steam Guard, trade hold or trade protection); that is not up to us. If you do not accept the offer within 7 days, we may withdraw it and refund the price. We do not reverse an accepted trade, unless you charge the payment back without a reason (section 15).

(7) Game accounts. You get the login data of a game account with the features shown on the product page, plus the e-mail address of the account (or its change to your address where the maker allows it) and the data for recovery. The data appear on your order page, never in a chat. Change the password, e-mail address and security details at once and set up two-factor sign-in. If a former owner takes the account back, or the maker closes it because of something that happened before the handover, we deliver a replacement or refund the full price if you report it within 30 days of the handover. After that your statutory rights remain. If you share or resell the account, or lose it through your own conduct (for example cheats), these 30 days do not apply. We do not sell shared or rented accounts.

(8) AI subscriptions. You get a code or voucher that you redeem in your own account with the AI provider, or, where the product page says so, an account under paragraph 7 for you alone. Term and scope are on the product page. We do not sell shared accounts. If the subscription ends before the stated term for a reason you are not responsible for, we deliver a replacement for the remaining time or refund at least the share of the price for the missing time. Your statutory rights are not affected.

(9) AI API credit. You get credit for the programming interface (API) of an AI provider: as a code, as a booking to your own account with the provider, or as an API key with a fixed credit. Which one, which provider and which models are on the product page. The provider's terms apply to the use, also on content and data protection. If the use runs through a service of a third party, the product page names it and its country. Credit you have used is not refunded. Unused credit is refunded if the key or the credit does not work through no fault of yours. How long the credit is valid is set by the provider and shown on the product page.

(10) Steam gifts. You give the Steam profile the gift should go to. The game is sent as a gift on Steam; the product page and the order page say how it works and what you need (for example a friend request). Delivery is done once the gift is sent to the profile you gave. If Steam refuses the gift for a reason that the product page did not name, that is a defect (section 12).

(11) For all products in this section the right of withdrawal works as for keys (section 11). It ends only when performance begins (showing the data, booking the credit, sending the trade offer or the gift, handing over the game currency), if you agreed to both statements before.

(12) Who is responsible. For in-game goods (game currency, items, top-ups, accounts) we are your contract partner and the only one responsible to you for delivery and defects. The maker of the game is not our partner and is not responsible for our delivery (section 14).

(13) Responsible use. We sell in-game goods for your own play only, not for gambling, betting or speculation. We do not support gambling. This applies to CS2 cases and skins, too. If we see signs that goods are meant for gambling, we may refuse the order before the contract is made.

(14) Minimum order. For some game currency products a minimum order amount can apply. It is shown on the product page before you order. Nothing is added at checkout.

(15) Guest checkout. For some in-game goods you need a customer account, so that we can reach you and show the delivery on your order page (section 5). In that case the product page and the checkout say so before you pay.

(16) Delivery process. After payment your order page shows the steps for the game and the method (code, booking to a player ID, trade function, trade offer, account data). We write to you only on the order page and by e-mail, never in an outside chat. The delivery time is on the product page and is usually within 48 hours, unless the product page names a shorter time. The order page shows when delivery is done. If something goes wrong, report it on the order page (section 12); our support usually answers within 48 hours. A refund after delivery is decided by the owner personally, never automatically. Where the goods work as described, there is no refund after delivery, apart from your statutory rights.

(17) Right of withdrawal. The consumer right of withdrawal applies to in-game goods, too. It ends only if you expressly agreed before delivery, confirmed that you lose the right, and received our confirmation by e-mail (section 11, § 356(5) BGB). If the goods are delivered as a service (for example a hand-over in the game or a top-up by player ID), the right ends only when the service has been fully performed (§ 356(4) BGB).

## 4. Pre-orders

(1) A product marked as pre-order has not been released yet. The product page names the planned release date. You pay the price when you order.

(2) We deliver the key on the release date or as soon as possible after it, and tell you by e-mail when it is ready on your order page.

(3) Until delivery you can cancel the pre-order at any time on the order page or through /kontakt. You get the full price back, by the means you paid with, at the latest 14 days after the cancellation.

(4) If the maker moves the release date, we write to you with the new date. Your pre-order stays in place; you can still cancel it free of charge at any time until delivery. If the product is not released, or we cannot deliver it, we refund the full price without you having to ask.

(5) Pre-order bonuses exist only where the product page names them; they come from the maker.

## 5. Customer account and guest orders

(1) You can order with a free customer account or as a guest. Only one account per person. Give true details and keep them up to date, in particular your e-mail address, because that is where we send order and delivery notices.

(2) Keep your password secret and do not share your account. We recommend two-factor sign-in. If you notice that someone else uses your account, tell us at once through /kontakt; we then lock the account and help you. You are responsible for what happens in your account only if you are at fault (for example because you passed on your password).

(3) As a guest you get a link to your order by e-mail. The link works on the first device you open it with and ends 7 days after the key was first shown. Please type your e-mail address carefully. If you made a typo, we help you once we have checked that the order is yours.

(4) To protect you, we can ask for a code that we send to your e-mail address before a key is shown, for example on a new device or for larger orders.

(5) You can close your account at any time, in the account or through /kontakt. We keep order and proof data as long as the law requires. We do not keep money for you, so nothing expires if you do not use the shop for a long time, and there is no fee for inactive accounts.

## 6. Order

The product page is an offer to conclude a contract. The contract is concluded when you click "Order with obligation to pay" and the payment succeeds. Before that you must tick both statements on the right of withdrawal (section 11) one by one. We confirm your order by e-mail.

Before you send the order, the checkout page shows the product, quantity and final price. You can change the quantity and the coupon code there, remove a product in the cart, or go back a page with your browser, before you click "Order with obligation to pay". We store the contract text (order data, the version of these terms valid at the time of the order, and the two withdrawal statements with their time). You get the order data with the confirmation e-mail and see your orders in your account; you can open and save these terms at any time on this page. The contract language is German.

## 7. Prices

All prices are final prices in euro. As a small business under § 19 UStG we charge no VAT and show none. Nothing is added at checkout, and there is no fee for the payment method. If your bank charges in another currency, it may charge a fee for the exchange; we have no influence on that.

Amounts in other currencies are only shown as an estimate (marked "~"); you are always charged in euro. If an obvious error in the price shown (for example a missing digit) leads to an order, the law on mistakes applies (§ 119 BGB); we then tell you at once and refund anything paid.

## 8. Payment

You pay through the payment provider, who is named before sales start, with the payment methods offered at checkout. We do not offer payment on invoice.

The payment provider checks the payment and can refuse it. If the payment fails, no contract is made and nothing is charged; an unpaid order is closed after 24 hours. Pay only with your own means of payment or with the consent of their holder. For first orders and some product types we can set upper limits per order (section 15).

## 9. Receipt and invoice

(1) After payment you get a receipt with order number, date, product and price and the note that no VAT is charged under § 19 UStG. You find it on your order page. You can add a billing address; a receipt that has already been issued is not changed afterwards.

(2) If you buy for your business, you get an invoice under § 14 UStG with a business account (/b2b). As a small business we show no VAT, so the invoice gives no right to deduct input tax.

(3) Receipts and invoices are electronic (on the order page and as a file); we do not send paper.

## 10. Delivery and showing the key

Your key is delivered on your order page and announced by e-mail. Delivery takes 3 to 24 hours. As long as you have not shown the key, you can get an instant refund on the order page. Showing the key needs a separate tick; every view is logged with time, IP address and browser as proof of delivery. For 14 days after delivery an unshown key can still be refunded.

If we do not deliver within the stated time, you can cancel the order until delivery on the order page or through /kontakt, and you get the full price back. We deliver only on the order page, never by chat, messenger or phone, and we never ask for your password (the one exception: EA services, section 3 (5a) and (5b)).

Keep a shown key secret until you have redeemed it. Once shown, the key is yours; we cannot take it back or sell it again.

## 11. Right of withdrawal

See Withdrawal. The right of withdrawal ends when performance has begun after you expressly agreed to it and confirmed that you know you lose the right (§ 356(5) BGB). You get a confirmation of both statements by e-mail; the key is shown only after that e-mail has been sent.

This works the same for consumers in every country of the EU and the EEA, because the rules come from the EU Consumer Rights Directive (2011/83/EU, Article 16(m)). We grant consumers outside the EU and the EEA (for example in the United Kingdom, Turkey or the USA) the same right of withdrawal on the same terms. If the law of your country gives you more, that applies.

## 12. Problems with a key: steps, proof, time limits

(1) If a key or another product does not work, report it on the order page or at /kontakt. We answer within 48 hours with a replacement or a message. We first try to replace it; if that is not possible we refund, by the means you paid with. Your statutory rights for defects are not affected. More on our voluntary promises: key guarantee.

(2) This helps us check quickly: a) the order number; b) the exact error message of the platform; c) a screenshot of the error message where the key and the date can be seen; d) the platform and the country of your platform account; e) for top-ups, game gold or accounts: what arrived and what is missing. If something is missing we ask for it. Where possible we check with our supplier or the platform whether and when a key was redeemed.

(3) These details are a help, not a condition. Your statutory rights do not depend on a screenshot, and we never ask for a video. For digital products: if a defect shows within one year after the product was provided, it is presumed that it was already defective when provided (§ 327k(1) BGB). This does not apply

if your digital environment does not meet the requirements that we told you clearly before the contract (§ 327k(3) BGB). You must help us, as far as reasonable, to find out whether the cause lies in your digital environment (§ 327k(4) BGB).

(4) Replacement first: if the product is defective, we first deliver a working replacement (cure, § 327l BGB). If a replacement is not possible, fails or is refused by us, you can end the contract or reduce the price (§§ 327m, 327n BGB). We then refund by the means you paid with (§ 327o BGB), never as shop credit.

(5) Every refund after a key was shown is decided by the owner of the shop personally, not by software and not by our support team. Support can only check a case and pass it on to the owner. This does not limit your statutory rights.

(6) Please report a problem as soon as possible. Our voluntary key guarantee covers reports up to 30 days after the key was shown. Your statutory rights for defects follow the statutory time limits; for digital products this is generally two years after they were provided (§ 327j BGB). We do not agree a shorter time limit with consumers.

(7) Not a defect are in particular: a key that was shown and works; activation outside the stated region after the region notice (section 13); a key you passed on, published or lost after it was shown; the loss of an account the maker closed because of your own conduct. If the platform says a key was already redeemed, we check the case with the delivery log (section 10) and, where possible, with the supplier. Your statutory rights remain wherever there is a defect.

(8) Knowingly false reports are misuse (section 15).

## 13. Activation, platform and region

A key is redeemed on the platform named on the product page. You need your own account on that platform; its terms of use are between you and the platform provider, not us. The product page names the platform, the region (the area where the key can be activated) and, where needed, the base game you need. If the key cannot be activated on that platform in that region, that is a defect we answer for (section 12). Activation outside the stated region, for example through a VPN service, is not part of the agreed quality; it can break the platform's terms. Please keep the key secret until you have redeemed it.

We sell worldwide, but not every key works everywhere. If the region does not match the country you live in, we point this out clearly before you order. If you then still order, that is your choice: we expressly agree with you that the key works only in the stated region (§ 327h BGB), and that is then not a defect.

## 14. Publishers and trademarks

We are an independent retailer. We are not connected with the makers, publishers or platforms of the products and do not act on their behalf, unless the product page says otherwise. Product names, trademarks and logos belong to their owners; we use them only to name the product.

## 15. Order checks, chargebacks, blocking an account

(1) Before the contract is made we check orders automatically for signs of misuse (see the privacy policy). We can refuse an order before the contract is made; you are then not charged. On request a person reviews the refusal.

(2) If you charge back a payment (for example through your bank, card company or payment service) although we delivered as agreed and there is no ground for it (such as a withdrawal, a defect or a payment you did not make), the price stays owed. If you are responsible for the chargeback, you pay us the costs it caused, in particular the payment provider's fees. You may prove that no loss or a smaller loss arose.

(3) If we have already refunded the price of an order, the same payment cannot be charged back as well: you would then have the money twice. If you charge it back anyway, we treat that as misuse. We show the payment service the proof of the refund, claim back the amount you received twice, and can claim the costs of the chargeback under paragraph 2. Your right to turn to your bank, card company or payment service is not affected.

(4) We can block your customer account and refuse new orders if there is an important reason. Important

reasons are in particular: a) fraud or attempted fraud, for example with someone else's or stolen means of payment or false details; b) a chargeback without a reason (paragraphs 2 and 3), or a payment that was finally charged back, until the matter is cleared up; c) misuse, for example repeated false reports about keys that are said not to work, several accounts to get around limits or a block, attacks on the shop's technology, threats or insults against our team; d) a breach of sanctions. We tell you the reason in text form (for example by e-mail). Paid orders we have not delivered yet we deliver or refund; in case of fraud with someone else's means of payment the money goes back to the holder of that means of payment. Your rights from contracts already made are not affected. If you think the block is a mistake, write to us through /kontakt; a person reviews the case.

(5) The measure fits the case: for a first or minor breach we warn you first, where that is reasonable. A block is decided by the owner of the shop; support staff can only flag a case. We keep the data about a block as long as it is needed to prevent fraud and to meet legal duties.

(6) If an unusual number of orders are cancelled in a short time (for example to test payment cards), we can refuse new orders for a while. Your right to cancel an existing order or to withdraw from it always stays.

## 16. Vouchers, promotions and loyalty points

(1) You enter a coupon code at checkout. Its conditions (value, minimum order, term, product types, how often it can be used) are stated with the code or the promotion. Unless stated otherwise: one code per order, it cannot be combined with other codes, it is not paid out in money, and a personal code cannot be passed on.

(2) Codes for a first order or from a referral can be used once per person. If they are used with several accounts, false details or by automated means, we can refuse the code before the contract is made. A contract already made stays at the agreed price; misuse can lead to a block (section 15).

(3) If a discounted order is refunded, you get back the amount you actually paid. Whether a code can be used again is stated in its conditions.

(4) The conditions of a promotion are stated with it. We end a promotion early only for an important reason (for example misuse or a legal reason); rewards already earned stay.

(5) Loyalty points and the Plus membership have their own terms (Plus terms). Points only give a discount; they are never paid out in money.

## 17. Reviews and how we moderate them (Art. 14 DSA)

Only buyers who ordered the item from us can write a review. Not allowed are insults, hate, advertising or web addresses, personal data, content unrelated to the purchase and breaches of law. A bad rating is no reason to act. We never change stars or text. If a review breaks these rules, a person on our team can hide or remove it. A review is also hidden automatically, without a person looking at it, when its order is refunded or the payment is charged back; the software then checks only the status of the order, not the content. The author gets a written statement of reasons for every such measure (Art. 17 DSA). Anyone can report a review at /notice. The author can complain free of charge for six months by replying to the statement or through /kontakt; a person on our team decides. The author can also turn to a certified out-of-court dispute settlement body (Art. 21 DSA) or to the courts. More: How we check reviews.

We do not pay for reviews and do not give discounts for a good rating. Buying reviews or writing reviews for your own benefit is misuse (section 15).

## 18. Liability

(1) We are liable without limit for intent and gross negligence, for injury to life, body or health, under the Product Liability Act and where we gave a guarantee.

(2) For slight negligence we are liable only if we breach an essential contractual duty. Essential duties are those whose fulfilment makes proper performance of the contract possible in the first place and on which you may regularly rely, for example delivering a working key. In that case our liability is limited to the damage that is typical for the contract and foreseeable. Otherwise we are not liable for slight negligence.

(3) This section covers only damages and the reimbursement of wasted expenses. Your statutory rights for defects of digital products (§§ 327 ff. BGB) to cure, ending the contract and price reduction are not affected. Where our liability is limited, this also applies to the personal liability of our assistants.

## 19. Changes to these terms

(1) Every order is governed by the version of these terms valid when you order; we store it with the order. Later changes do not apply to purchase contracts already made.

(2) New terms apply to you only when you agree to them with a new order. Silence never counts as consent. The Plus membership has its own rules for changes (Plus terms).

## 20. Customer service, complaints, dispute resolution

Questions and complaints: /kontakt or harithal-ani@loshshop.com, in German or English. We usually answer within 24 hours on working days. If you are not happy with an answer, ask for the owner of the shop to review it.

We are neither willing nor obliged to take part in dispute resolution proceedings before a consumer arbitration board (§ 36 VSBG). The EU online dispute resolution platform was closed on 20 July 2025, so we do not link to it. Your right to go to court is not affected. More: legal notice.

## 21. Governing law, place of jurisdiction, language, final provisions

German law applies, excluding the UN Convention on Contracts for the International Sale of Goods. If you are a consumer, you also keep the protection of the mandatory rules of the country where you have your habitual residence (Art. 6(2) Rome I Regulation); this applies in the EU and, where the law there provides it, also outside the EU.

If you are a merchant (Kaufmann), a legal person under public law or a special fund under public law, the place of jurisdiction for all disputes is our place of business (§ 38(1) ZPO). For consumers the statutory places of jurisdiction apply; a consumer in the EU can always sue in the courts of his home country (Art. 18 Brussels Ia Regulation).

Translations of these terms are for your convenience; the German text is binding. If one provision is invalid, the rest of the contract stays valid; the statutory rules then apply in place of the invalid provision (§ 306 BGB).