



QELVOR ESPORTS

MEMBERSHIP TERMS & CONDITIONS

and Refund & Cancellation Policy

Effective Date / Last Updated: August 28, 2026

Please read these Terms carefully before purchasing, activating, or using a Qelvor eSports membership.

These Membership Terms & Conditions, together with the Refund & Cancellation Policy set out in Part B (collectively, the “Terms”), form a legally binding agreement between the individual applying for, purchasing, holding, or using a Qelvor eSports Membership Card or membership plan (“Member”, “you”, or “your”) and Qelvor eSports, operated by [Insert Registered Legal Entity Name], having its registered office at [Insert Registered Office Address] (“Qelvor eSports”, “Company”, “we”, “us”, or “our”). By registering for, purchasing, activating, renewing, or using a Qelvor eSports membership — including by clicking “I Agree”, completing registration, or making payment — you confirm that you have read, understood, and agree to be legally bound by these Terms in their entirety, including all policies referenced herein. If you do not agree to these Terms, you must not register for, purchase, or use a Qelvor eSports membership.

PART A — MEMBERSHIP TERMS & CONDITIONS

1. Definitions

In these Terms, unless the context otherwise requires:

- “Membership” or “Membership Plan” means the specific tier of paid membership purchased by a Member, together with the benefits attached to it.
- “Membership Card” means the physical or digital card issued to a Member evidencing an active Membership.
- “Member” means the individual (or, where applicable under Clause 2.2, the minor represented by a parent/legal guardian) in whose name a Membership is registered.
- “Benefits” means any privilege, discount, credit, access, or feature made available under a Membership Plan.
- “Tournament” means any competition, league, event, or activity organised or facilitated by Qelvor eSports or a third party.
- “Credits” means any discount, reward point, coupon value, or similar credit issued to a Member.
- “Content” means any text, image, video, audio, gameplay footage, or other material made available through or in connection with a Membership.
- “Applicable Law” means the laws of India, including any rules, regulations, and guidelines issued thereunder, as applicable to Qelvor eSports and its Members.

2. Eligibility & Registration

2.1 Membership is open to individuals who are at least 18 years of age and legally capable of entering into a binding contract under the Indian Contract Act, 1872.

2.2 An individual below 18 years of age may hold a Membership only if the application is made, and these Terms are accepted, by their parent or legal guardian, who shall: (a) provide valid consent; (b) be responsible for the minor's

compliance with these Terms; and (c) be liable for all payments, obligations, and conduct arising from the minor's use of the Membership.

2.3 The applicant must provide accurate, current, and complete registration information, including a valid government-issued identity proof where requested for verification.

2.4 Qelvor eSports reserves the right, at its sole and reasonable discretion, to reject, suspend, or refuse to renew any membership application where the information provided is false, misleading, or incomplete, or where verification cannot be reasonably completed, without liability to the applicant.

2.5 Ordinarily, one Membership is issued per eligible individual unless expressly stated otherwise at the time of purchase. Multiple or duplicate registrations by the same individual may be cancelled without refund.

3. Membership Validity, Term & Auto-Renewal

3.1 A Membership becomes active upon successful payment and confirmation of the applicable Membership Plan and remains active only for so long as the applicable fees have been successfully paid.

3.2 Where a Membership Plan includes automatic renewal, Qelvor eSports will provide advance notice before the renewal payment is charged, in accordance with applicable payment-processing and regulatory requirements (including any applicable recurring-payment/e-mandate framework). Members may cancel auto-renewal at any time before the next billing cycle in accordance with Part B.

3.3 Membership Benefits apply strictly during the active membership period and do not carry over, accrue, or extend beyond expiry, cancellation, or termination, except where expressly stated in writing by Qelvor eSports.

3.4 A failed payment, insufficient funds, or a declined transaction on a renewal date may result in immediate suspension or lapse of Membership without further notice.

4. Membership Card

4.1 The Membership Card (physical or digital) is issued to, and is personal to, the individual named on the membership record and is non-transferable.

4.2 The Membership Card and its associated account, credentials, and Benefits must not be sold, gifted, rented, sub-licensed, shared, or otherwise transferred to any other person. Any such transfer is void and may result in immediate suspension or termination of the Membership without refund.

4.3 Qelvor eSports may require identity verification before extending certain Benefits and may decline to honour a Benefit where the Member's identity cannot reasonably be confirmed.

4.4 Lost, stolen, or damaged Membership Cards must be reported to Support promptly; replacement may be subject to a fee and a verification process.

5. Membership Benefits

5.1 The Benefits available to a Member depend on the specific Membership tier purchased, as described at the time of purchase.

5.2 Benefits are subject to eligibility criteria, availability, capacity limits, tournament-specific rules, and any other conditions disclosed by Qelvor eSports or applicable third parties (including game publishers, venue operators, and event partners) from time to time.

5.3 Qelvor eSports reserves the right to modify, replace, add, suspend, or discontinue any Benefit where reasonably necessary, including for operational, commercial, legal, or regulatory reasons, and will use reasonable efforts to notify Members in advance of any material reduction in Benefits where practicable.

5.4 No Benefit, feature, or Membership tier is guaranteed to remain available or unchanged for the full membership term.

6. Discounts & Credits

6.1 Credits have no cash value and cannot be exchanged, redeemed, or converted for cash or any equivalent, unless expressly and separately stated in writing.

6.2 Credits may be subject to an expiry period, minimum usage thresholds, and other conditions communicated at the time they are granted.

6.3 Credits obtained through fraud, exploitation of a technical error, false information, or violation of these Terms may be cancelled, reversed, or forfeited by Qelvor eSports at any time, and any Benefit obtained through such Credits may be reversed or invoiced to the Member.

7. Tournament & Event Participation

7.1 Membership, by itself, does not guarantee entry into, participation in, advancement within, victory in, prize money from, ranking in, or selection for any tournament, league, or event.

7.2 Each tournament or event is separately governed by its own rules, eligibility criteria, code of conduct, and terms, which the Member must separately accept and comply with. In the event of any conflict between these Terms and specific tournament rules, the tournament rules shall govern in respect of matters specific to that tournament.

7.3 Qelvor eSports is not responsible for the acts, omissions, technical failures, or decisions of third-party game publishers, platform operators, venues, or event organisers.

8. Code of Conduct, Fair Play & Anti-Cheat

8.1 Members must at all times act with integrity and must not engage in cheating, use of unauthorised software, hacking, exploiting bugs or glitches, match-fixing, boosting, smurfing, account sharing for competitive advantage, doping, harassment, hate speech, discrimination, threats, or any conduct that Qelvor eSports reasonably considers abusive, unsafe, or damaging to the integrity of its ecosystem, community, or brand ("Misconduct").

8.2 On reasonable suspicion of Misconduct, Qelvor eSports may investigate, request information or evidence from the Member, and take proportionate action, including a warning, temporary suspension, forfeiture of results or prizes, permanent ban, and/or termination of Membership, without any obligation to refund any unused membership period, Credits, or Benefits.

8.3 Decisions relating to Misconduct are made at the reasonable discretion of Qelvor eSports based on the information reasonably available at the time and are final for the purposes of membership status, without prejudice to the Member's rights under Applicable Law.

9. Account & Card Security

9.1 Members are solely responsible for maintaining the confidentiality of their account credentials, login information, and Membership Card, and for all activity that occurs under their account.

9.2 Any suspected unauthorised use, loss, or security breach must be reported to Qelvor eSports Support promptly. Qelvor eSports is not liable for any loss or damage arising from a Member's failure to safeguard their credentials, except to the extent caused by Qelvor eSports' own negligence.

10. Suspension & Termination

10.1 Qelvor eSports may suspend or terminate a Membership, with or without prior notice where reasonably necessary, for reasons including but not limited to: fraud, abuse, cheating, harassment, Misconduct as described in

Clause 8, misuse of Benefits or Credits, payment disputes or unauthorised chargebacks, breach of these Terms, or a requirement of Applicable Law.

10.2 A Member may voluntarily terminate their Membership at any time in accordance with the cancellation process in Part B.

10.3 Termination arising from a Member's breach of these Terms may result in forfeiture of unused Benefits, Credits, and membership fees for the remaining period, to the extent permitted by Applicable Law. Termination for reasons attributable to Qelvor eSports (such as discontinuation of the membership programme) will be handled in accordance with Part B.

10.4 Clauses which by their nature are intended to survive termination — including Clauses 8, 9, 13 to 19 of this Part A, and this Clause 10.4 — shall continue to apply after termination or expiry of Membership.

11. Changes to Membership Terms, Pricing & Features

11.1 Qelvor eSports may update membership pricing, Benefits, features, or these Terms from time to time to reflect changes in its business, technology, legal or regulatory requirements, or operational needs.

11.2 Material changes will be communicated through reasonable channels (such as the registered email address, app/website notice, or SMS) at least fifteen (15) days before they take effect, except where an immediate change is required by law or for security reasons. Continued use of the Membership after such changes take effect constitutes acceptance of the revised Terms.

11.3 If a Member does not agree to a material change, their sole remedy is to cancel their Membership before the change takes effect, in accordance with Part B.

12. No Guarantee of Availability; Force Majeure

12.1 Benefits that depend on tournaments, events, third-party platforms, venues, partners, or services may be modified, delayed, or become unavailable from time to time for reasons within or outside Qelvor eSports' control.

12.2 Qelvor eSports shall not be liable for any failure or delay in performance caused by circumstances beyond its reasonable control, including natural disasters, pandemics, government action, internet or platform outages, power failures, strikes, or third-party game publisher decisions. Where reasonably possible, affected Benefits will be rescheduled, substituted, or credited at Qelvor eSports' discretion.

13. Intellectual Property; Publicity Licence

13.1 The Qelvor eSports name, logo, Membership Card design, website, app, tournament broadcasts, graphics, Content, and all related intellectual property are owned by Qelvor eSports or its licensors and are protected under Applicable Law.

13.2 Membership does not grant the Member any ownership, licence, or right to use Qelvor eSports' intellectual property except as expressly permitted in writing.

13.3 By participating in Qelvor eSports tournaments, events, or activities, the Member grants Qelvor eSports a non-exclusive, worldwide, royalty-free, sub-licensable licence to use, record, reproduce, broadcast, stream, and publish the Member's name, gamer tag/handle, image, likeness, voice, and gameplay/performance footage for promotional, marketing, broadcast, and archival purposes connected with Qelvor eSports, without additional compensation, unless otherwise agreed in writing.

14. Data Privacy

14.1 Qelvor eSports collects and processes personal data in accordance with its Privacy Policy [Insert Privacy Policy link/reference], which forms part of these Terms by reference, and in accordance with the Digital Personal Data Protection Act, 2023 and other Applicable Law.

14.2 By registering for Membership, the Member consents to the collection, use, storage, and processing of their personal data as described in the Privacy Policy.

15. Disclaimer of Warranties

15.1 Except as expressly stated in these Terms, the Membership, Benefits, and any related services are provided on an “as is” and “as available” basis, without warranties of any kind, whether express, implied, or statutory, including implied warranties of merchantability, fitness for a particular purpose, or non-infringement, to the maximum extent permitted by Applicable Law.

15.2 Qelvor eSports does not warrant that participation in any tournament or use of any Benefit will result in any particular outcome, ranking, or financial gain.

16. Limitation of Liability

16.1 To the maximum extent permitted by Applicable Law, Qelvor eSports' aggregate liability arising out of or relating to a Member's Membership, whether in contract, tort, or otherwise, shall not exceed the total membership fees actually paid by that Member in the six (6) months immediately preceding the event giving rise to the claim.

16.2 Qelvor eSports shall not be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, including loss of profit, loss of opportunity, loss of data, or loss of reputation, arising out of or in connection with the Membership, even if advised of the possibility of such damages.

16.3 Nothing in these Terms limits or excludes liability that cannot lawfully be limited or excluded under Applicable Law, including liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or wilful misconduct.

17. Indemnification

The Member agrees to indemnify, defend, and hold harmless Qelvor eSports, its directors, officers, employees, and agents from and against any claims, liabilities, damages, losses, costs, and expenses (including reasonable legal fees) arising out of or related to: (a) the Member's breach of these Terms; (b) the Member's Misconduct or violation of Applicable Law; (c) any content, information, or material submitted by the Member; or (d) any claim by a third party arising from the Member's use of the Membership — except, in each case, to the extent such claims arise from Qelvor eSports' own gross negligence or wilful misconduct.

18. Dispute Resolution & Arbitration

18.1 Good-faith negotiation: In the event of any dispute, controversy, or claim arising out of or relating to these Terms, including their existence, validity, interpretation, performance, breach, or termination (“Dispute”), the parties shall first attempt to resolve the Dispute amicably through good-faith negotiation for a period of thirty (30) days from the date one party notifies the other in writing of the Dispute.

18.2 Arbitration: If the Dispute is not resolved through negotiation within such period, it shall be referred to and finally resolved by binding arbitration under the Arbitration and Conciliation Act, 1996 (as amended from time to time). The arbitration shall be conducted by a sole arbitrator appointed by mutual agreement of the parties, or, failing agreement within thirty (30) days, in accordance with the said Act. The seat and venue of arbitration shall be Ghaziabad, Uttar Pradesh, India, and the language of arbitration shall be English. The arbitral award shall be final and binding on the parties, subject to Applicable Law.

18.3 Costs: Each party shall bear its own costs of the arbitration proceedings unless the arbitrator directs otherwise.

18.4 Interim relief: Nothing in this Clause 18 shall prevent either party from seeking urgent interim or injunctive relief from a court of competent jurisdiction to protect its intellectual property, confidential information, or other rights, pending the outcome of arbitration.

18.5 Governing law & jurisdiction: These Terms are governed by and construed in accordance with the laws of India. Subject to Clause 18.2, the courts at Ghaziabad, Uttar Pradesh shall have exclusive jurisdiction over any matter not required to be arbitrated, including applications for interim relief under Clause 18.4.

19. General Provisions

19.1 Entire Agreement: These Terms, together with any referenced policies (including the Refund & Cancellation Policy in Part B and the Privacy Policy) and any applicable tournament-specific rules, constitute the entire agreement between the Member and Qelvor eSports regarding Membership, and supersede all prior discussions, representations, or agreements on the subject.

19.2 Severability: If any provision of these Terms is held invalid, illegal, or unenforceable by a competent authority, that provision shall be modified to the minimum extent necessary to make it enforceable, or severed if it cannot be so modified, and the remaining provisions shall continue in full force and effect.

19.3 Waiver: No failure or delay by Qelvor eSports in exercising any right under these Terms shall operate as a waiver of that right, nor shall any single or partial exercise preclude any other or further exercise of that or any other right.

19.4 Assignment: The Member may not assign, transfer, or sub-license any rights or obligations under these Terms without the prior written consent of Qelvor eSports. Qelvor eSports may assign or transfer its rights and obligations under these Terms, including in connection with a merger, acquisition, or sale of assets, without the Member's consent, provided the assignee agrees to honour these Terms.

19.5 Notices: Notices to the Member may be sent to the email address or contact details on the Member's registration record and shall be deemed delivered when sent. Notices to Qelvor eSports must be sent to [Insert Support Email] or [Insert Registered Office Address].

19.6 Relationship of Parties: Nothing in these Terms creates any partnership, joint venture, agency, or employment relationship between the Member and Qelvor eSports.

19.7 Third-Party Rights: These Terms do not confer any rights on any person other than the parties, except where expressly stated.

19.8 Language: These Terms are executed in English. Any translation is provided for convenience only, and the English version shall prevail in case of any conflict.

19.9 Electronic Acceptance: Acceptance of these Terms by clicking "I Agree", completing registration, or making payment constitutes valid and binding electronic acceptance under the Information Technology Act, 2000, equivalent to a physical signature.

20. Acceptance

Purchasing, activating, renewing, or continuing to use a Qelvor eSports Membership constitutes your acknowledgment that you have read, understood, and agree to be bound by these Terms, including the Refund & Cancellation Policy set out in Part B below.

PART B — REFUND & CANCELLATION POLICY

This Refund & Cancellation Policy forms part of, and should be read together with, the Membership Terms & Conditions in Part A. In the event of any conflict between this Policy and Part A on refund-specific matters, this Part B shall govern.

1. Membership Cancellation

1.1 A Member may cancel their Membership, including auto-renewal, at any time by submitting a cancellation request through [Insert cancellation channel — e.g., account settings on the app/website, or Support] before the next billing cycle.

1.2 Cancellation stops future renewals from the next billing cycle onward. Cancellation does not, by itself, entitle the Member to a refund for the current or any prior membership period, except as expressly provided in this Policy.

1.3 Cancellation requests received on or after a renewal charge has been successfully processed will take effect from the following billing cycle; the current period will continue uninterrupted, without pro-rata refund, unless required under Clause 2.

2. Refunds

2.1 Membership fees are generally non-refundable once the Membership has been activated or the membership period has commenced, except where:

- Qelvor eSports is unable to provide the purchased Membership;
- a payment was successfully charged but the Membership was never activated;
- a duplicate payment was made for the same transaction;
- a payment was processed incorrectly due to a verified technical or processing error; or
- a refund is otherwise mandatorily required under Applicable Law, including Indian consumer protection law.

2.2 Any refund issued under this Policy shall be limited to the membership fee actually paid, less the value of any Benefits, Credits, or discounts already used or availed by the Member, where permitted by Applicable Law.

3. Duplicate Payments

Where a Member is charged more than once for the same membership transaction due to a technical or payment-gateway error, the duplicate amount will be refunded after Qelvor eSports verifies the duplicate charge against the payment gateway/bank records.

4. Failed or Unsuccessful Membership Activation

If payment has been successfully deducted from a Member's account but the Membership has not been activated within a reasonable time, the Member must contact Support with the transaction/payment reference within thirty (30) days of the charge. Qelvor eSports will verify the transaction with the payment gateway and, where verified, either activate the Membership or process a refund within the timeline set out in Clause 8.

5. Promotional Offers

Memberships purchased using promotional pricing, discount codes, coupons, bundled offers, or limited-time offers may be subject to additional or different refund conditions, which will be clearly disclosed at the time of purchase and shall prevail over the general provisions of this Policy for that specific transaction.

6. Credits & Benefits Already Used

Where permitted by Applicable Law, any refund otherwise payable under this Policy may be reduced by, or made unavailable to the extent of, the value of membership Benefits, Credits, discounts, or other paid features that have already been substantially used or availed by the Member prior to the refund request.

7. Termination for Violation — No Refund

Where a Membership is suspended or terminated due to fraud, cheating, abuse, Misconduct (as defined in Part A, Clause 8), payment disputes, unauthorised chargebacks, or any other violation of these Terms attributable to the Member, the Member shall not be entitled to any refund for the remaining membership period, unused Credits, or Benefits, except where Applicable Law mandates otherwise.

8. Refund Processing

8.1 Approved refunds will be processed to the original payment method used for the transaction, wherever reasonably possible.

8.2 Qelvor eSports will process approved refund requests within seven (7) to fifteen (15) business days of approval. The actual time for the refunded amount to reflect in the Member's account thereafter depends on the Member's bank, card issuer, or payment gateway and is outside Qelvor eSports' control.

8.3 Any payment gateway or transaction charges that are non-recoverable by Qelvor eSports may be deducted from the refunded amount, to the extent permitted by Applicable Law and disclosed to the Member.

9. Refund Requests — Required Information

To request a refund, a Member must contact Qelvor eSports Support at [Insert Support Email/Phone] with the following:

- Member name
- Registered email address / mobile number
- Membership ID
- Transaction/order ID
- Reason for the refund request
- Relevant payment or transaction proof

Incomplete requests may result in processing delays until the required information is provided.

10. Chargebacks & Payment Disputes

10.1 Before initiating a chargeback, payment dispute, or reversal with a bank, card issuer, or payment platform, the Member agrees to first raise a refund request with Qelvor eSports Support in accordance with this Policy and to allow Qelvor eSports a reasonable opportunity (up to fifteen (15) business days) to investigate and respond.

10.2 An unauthorised or bad-faith chargeback raised without first following this process, or one found upon investigation to be unwarranted, may result in immediate suspension of the Membership pending resolution. Qelvor eSports reserves the right to recover any resulting losses, fees, or penalties through lawful means, without prejudice to any other remedy available under these Terms or Applicable Law.

11. Policy Changes

Qelvor eSports may update this Refund & Cancellation Policy from time to time to reflect operational, legal, or regulatory requirements. Except where a change is required immediately by law, the version of this Policy in effect

at the time of purchase will generally govern that transaction. Material changes will be notified in accordance with Part A, Clause 11.2.

12. Contact

For any questions regarding this Policy or the Terms, contact Qelvor eSports Support at [support@qelvoresports.com].



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