



TERMS AND CONDITIONS

These Terms and Conditions govern your use of keydra.net ("Keydra", "we", "us", or "our"), including all purchases made through the platform. By using the site, you acknowledge that you have read, understood, and agree to be bound by these Terms, our Privacy Policy, and any other legal notices posted.

1. Definitions

- "Account": A registered user profile on keydra.net.
- "Digital Goods": Keys, accounts, subscriptions, or other non-physical digital items sold.
- "Platform": The keydra.net website and related subdomains.
- "Customer" / "You": Any user or buyer on the platform.
- "Revealed Product": Any product where key/account credentials have been accessed.

2. Products and Delivery

2.1 Keydra sells digital goods such as game keys, pre-activated accounts, and subscriptions.

2.2 Most products are delivered instantly. Some may require manual fulfillment within 24 hours via redeem.joykon.co.

2.3 It is your responsibility to verify that your system and region are compatible with the product before purchase.

3. Intellectual Property Disclaimer

3.1 All game titles, logos, platform names, and trademarks belong to their respective owners.

3.2 We are not affiliated with or endorsed by publishers or platform holders (e.g., Steam, Sony, Microsoft).

3.3 If you are a rights holder and have a concern, please contact: legal@keydra.net

4. Privacy

4.1 Please refer to our full Privacy Policy for how we collect, store, and use your data.

4.2 By using the platform, you consent to the handling of your data as described therein.

Terms and Conditions are continued on the next page

5. User Responsibilities

5.1 Misuse of services, attempts to exploit refunds, or use of fraudulent payment methods will result in account suspension.

5.2 You may not use the platform for any unlawful purpose, nor may you violate any applicable laws in your jurisdiction, including but not limited to copyright laws.

5.3 Attempts to circumvent regional restrictions, such as by using VPNs or proxies, may result in product inaccessibility and will void refund eligibility.

5.4 While reselling is permitted with notice, we highly recommend joining our official affiliate program or contacting us to establish a formal partnership. This ensures proper support, tracking, and access to relevant reseller benefits. Contact support@keydra.net to inquire.

6. Refund and Replacement Policy

6.1 Refund Eligibility:

- Refunds are only available if the product has not been revealed.
- Products are considered delivered once the key or credentials are shown.

6.2 Faulty Products:

- A product is considered faulty if it is inaccessible, invalid, previously used, or revoked.

6.3 Reporting Deadlines:

- Keys: 48 hours from delivery
- Accounts: 72 hours from delivery
- Post-activation issues for Accounts: 30 days maximum

6.4 Non-Refundable Situations:

- Product is revealed
- Wrong region/platform chosen
- Chargeback before contacting us
- Abuse or fraud detected
- Re-selling products without prior notice

6.5 How to Request:

- Submit a request via your Keydra user dashboard under the relevant order.
- Include your Order ID, issue description, and any screenshots.

6.6 Keydra+ Token System:

- Eligible members may use 1 reimbursement token for a refund/store credit.
- Requires 25+ orders, a valid Keydra+ subscription, and a clean record.
- Abuse leads to loss of token access and possible suspension.

6.7 Refund Method:

- Refunds are issued to original payment method or store credit, at our discretion.

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8. Checkout Acknowledgment

8.1 By completing a purchase, you confirm you have read and agree to these Terms & Conditions and our Privacy Policy.

8.2 A footer or notice may appear during checkout linking to these terms.

9. Miscellaneous

9.1 These Terms are governed by and construed in accordance with the laws of the United Kingdom.

9.2 Any disputes arising from the use of Keydra shall fall under the exclusive jurisdiction of the courts of England and Wales.

9.3 Assignability: Keydra may assign or delegate its rights or obligations under these Terms and the Privacy Policy, in whole or in part, to any party at any time without notice. You may not assign or delegate any of your rights or obligations without prior written consent.

9.4 Notices to Users: Communications from Keydra may be sent electronically to the email address provided in your account. These will be considered received upon sending.

9.5 Notices to Keydra: Users may contact Keydra regarding these Terms via legal@keydra.net. Communications are considered received once successfully delivered to that email address.

9.6 Gender Neutrality: Wherever context permits, singular includes plural, and all references to any gender include all genders.

9.7 You acknowledge that you have read, understood, and agreed to these Terms and Conditions by using our platform. Any disputes arising from the use of Keydra shall fall under the exclusive jurisdiction of the courts of England and Wales.

10. Additional Provisions

10.1 Limitation of Liability: To the fullest extent permitted by applicable law, Keydra shall not be liable for any indirect, incidental, special, or consequential damages, including but not limited to lost profits, loss of data, or business interruption, arising out of or related to your use of the platform or purchased products.

10.2 Force Majeure: Keydra shall not be held liable for any failure or delay in performance due to circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, internet outages, technical failures, governmental actions, or pandemics.

10.3 Severability: If any provision of these Terms is found to be invalid or unenforceable by a court of law, the remaining provisions shall remain in full force and effect.

10.4 Age Requirement: You must be at least 16 years old to use this platform and make purchases. By using Keydra, you confirm that you meet this requirement.

End of Terms and Conditions