

Terms of Service

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These terms are the agreement between you and Taiga Teknoloji Anonim Şirketi for the use of the mobile game **Pourcery**. By downloading, opening or playing the game you accept them. If you do not accept them, do not use the game.

The short version. Pourcery is free to play. You may buy coins, boosters and a VIP subscription; those are licences to use virtual items inside the game, they have no monetary value outside it, and the store you bought from handles the payment and any refund. Do not cheat, do not tamper with the game, and keep your display name clean. We can change or end the service, and we are not liable for things outside our control — but nothing here takes away rights your local consumer law gives you.

1. Who we are

Company	Taiga Teknoloji Anonim Şirketi
Address	Çifte Havuzlar Mah., Eski Londra Asfaltı Cad., Kuluçka Mrk. A1 Blok No: 151/1C, İç Kapı No: B35, Esenler / İstanbul, Türkiye
Tax office / number	Esenler Tax Office · 8161398001
Contact	developer@grouptaiga.com

2. Who may play

You may use Pourcery if you are at least 13 years old, or 16 if you are in the European Economic Area or the United Kingdom, or the minimum age of digital consent in your country if that age is higher. If you are under the age of majority where you live, you may only play with the permission of a parent or guardian, who accepts these terms on your behalf and is responsible for any purchases made on their device or payment method.

3. Your licence to use the game

We grant you a personal, limited, non-exclusive, non-transferable, revocable licence to install and play Pourcery on devices you own or control, for your own private, non-commercial entertainment. We keep every other right. You may not:

- copy, modify, translate, reverse engineer, decompile or disassemble the game, except to the extent the law expressly allows it despite this restriction;
- use bots, automation, memory editors, modified clients, emulated purchases or any other tool that gives an unfair advantage or fakes progress;
- interfere with our servers, probe them for weaknesses, send abusive volumes of requests, or bypass rate limits and anti-cheat measures;
- sell, rent, trade or transfer your account, your progress or your virtual items, or buy them from anyone other than through the official in-app store;
- use the game to break the law, to infringe anyone's rights, or to distribute malware;
- take our artwork, sound, level data, code or brand and use it in another product, or claim it as yours.

4. Your account

You can play as a guest with a profile that the app creates automatically. You may optionally sign in with Apple, Google or an email address so your progress can move to another device. You are responsible for keeping your sign-in details safe and for everything that happens under your account. Tell us at once if you think someone else is using it. If you play as a guest and lose the device or delete the app without signing in, your progress is gone — we cannot recover it, because a guest profile is not linked to any identity we can verify.

5. Display names, leaderboards and conduct

The only content you can publish is your display name, which appears on global, country and event leaderboards. Choose a name that is not offensive, hateful, sexual, threatening, a slur, a real person's name used to impersonate them, an advertisement, a website address, or misleading about an affiliation with us. We screen names automatically and may change or reset a name, remove a leaderboard entry, or suspend or close an account that breaks this rule or that cheats. If you see a name that breaks these rules, email us with the exact name and we will act on it.

Leaderboards are competitive features that depend on accurate data. We may recalculate, reset or remove scores that we reasonably believe were obtained by cheating, by exploiting a bug, or by manipulating the device clock or network.

6. Virtual items, coins and the shop

Pourcery contains coins, boosters, lives and other virtual items. Everything that can be bought can also be earned by playing.

- Virtual items are a licence to use a feature of the game. You do not own them and they are not property, money, credit or a stored-value instrument.
- They have no value outside the game. They cannot be exchanged for cash, transferred between accounts, sold or traded, and no unused balance is refundable when an account is closed or the service ends, except

where the law requires otherwise.

- We may add, change, rebalance, reprice or retire items, and change how much they cost in coins, to keep the game balanced.
- Your balances live on our servers and are tied to your account. If you delete your account, they are deleted with it.

7. Purchases, subscriptions and refunds

Payments are handled by the app store, not by us. On iOS, purchases go through Apple's In-App Purchase, and Apple is the merchant of record. On Android they go through Google Play billing. Prices shown in the game come from the store for your country and include taxes where the store applies them.

7.1 One-time purchases

Coin packs and the starter pack are consumable items. They are delivered to your account immediately after the store confirms the payment.

7.2 VIP subscription

- VIP is offered as a weekly or monthly **auto-renewing subscription**. Its length, price per period and renewal terms are shown on the purchase screen before you confirm.
- While it is active, VIP removes interstitial ads and pays bonus coins at each renewal.
- It renews automatically at the end of each period, at the then-current price for your country, unless you cancel at least 24 hours before the period ends. Your store account is charged for the renewal within 24 hours before the new period starts.
- You manage or cancel the subscription in your store account — iOS: Settings > your name > Subscriptions; Android: Google Play > Payments & subscriptions. Deleting the app does not cancel a subscription.
- Cancelling stops future renewals; the benefits run until the end of the period you already paid for.
- If a free trial is offered, any unused part of it is lost when you buy a subscription.

7.3 Refunds

Refund requests are handled by the store you bought from, under its own policy: Apple at reportaproblem.apple.com, Google at play.google.com. We cannot refund a store purchase directly. If a store refunds or charges back a purchase, we may remove the corresponding items, coins or VIP status from your account, and a negative balance may prevent further purchases until it is settled. Your statutory consumer rights, including those described in our Distance Sales Agreement, are not affected by this paragraph.

8. Advertising

The game is funded partly by advertising. It shows rewarded videos that you start yourself in exchange for a reward, and interstitial ads between levels after the early tutorial levels, with limits on how often they appear. Ads come from third-party networks; we do not control the content of every ad, but you can report an inappropriate ad to us and we will pass it to the network. A VIP subscription removes interstitial ads. Rewarded videos remain available because you choose when to watch one.

9. Changes to the game and to the service

Pourcery is an online service that keeps changing. We may add, modify or remove levels, mechanics, prices, rewards, events and features, run tests that show different players different versions, and update the app. We may suspend the service for maintenance. We aim to give notice of significant changes in the app. If we permanently discontinue Pourcery, we will give reasonable notice in the app or by email where we can, and we will stop selling virtual items before we do.

10. Suspension and termination

You may stop using the game at any time and delete your account in **Settings > Account > Delete account**. We may suspend or close an account, with notice where practical, if it breaks these terms, cheats, abuses refunds, harms other players or our systems, or if we must do so by law. If we close an account for a serious breach, unused virtual items are lost. If we close it for any other reason and you have an active subscription, you may claim a pro-rata refund for the unused period through the store.

11. Intellectual property

Pourcery, its name, logo, artwork, characters, sounds, music, level designs, source code and databases are owned by Taiga Teknoloji A.Ş. and are protected by copyright and trade-mark law. Nothing in these terms transfers any of that to you. Feedback you send us may be used freely to improve the game, without any obligation to you and without making the feedback confidential.

12. Third-party services

The game relies on services operated by others, including the app stores, Apple and Google sign-in, advertising networks, our purchase provider and crash-reporting tools. Their own terms and privacy policies apply to what they do. We are not responsible for their acts or omissions, but we choose them carefully and describe what they receive in our Privacy Policy.

13. Disclaimers

The game is provided "as is". To the fullest extent the law allows, we do not promise that it will be uninterrupted, error-free, free of bugs, or compatible with every device or operating-system version, and we disclaim implied warranties of merchantability, fitness for a particular purpose and non-infringement. Some jurisdictions do not allow these exclusions, in which case they do not apply to you.

14. Limitation of liability

To the fullest extent the law allows, we are not liable for indirect, incidental, special or consequential loss, loss of data, loss of progress, loss of virtual items, or loss of profit, revenue or goodwill. Our total liability arising out of or relating to the game is limited to the greater of the amount you paid us for in-app purchases in the twelve months before the event, or fifty euros. Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law. If you are a consumer, your mandatory statutory rights are unaffected.

15. Indemnity

If a third party makes a claim against us because you used the game in breach of these terms or of the law, you agree to cover the reasonable costs and damages that result, provided we tell you about the claim promptly and let you take part in the defence.

16. Apple-specific terms

For the iOS version, these terms are between you and Taiga Teknoloji A.Ş. only, not with Apple. Apple is not responsible for the game or its content. Apple has no obligation to provide maintenance or support. If the game fails to conform to any applicable warranty, you may notify Apple and Apple will refund the purchase price of the app itself, if any; to the maximum extent permitted by law, Apple has no other warranty obligation. Apple is not responsible for addressing claims relating to the game, including product-liability claims, claims that it fails to conform to a legal requirement, and claims under consumer-protection or privacy law. Apple is not responsible for investigating, defending or resolving any third-party claim that the game infringes intellectual-property rights. You confirm that you are not in a country subject to a U.S. Government embargo or designated as a "terrorist supporting" country, and that you are not on any U.S. Government list of prohibited or restricted parties. Apple and its subsidiaries are third-party beneficiaries of these terms and may enforce them against you.

17. Governing law and disputes

These terms are governed by the laws of the Republic of Türkiye, without regard to conflict-of-law rules. If you are a consumer resident in another country, you also keep the protection of the mandatory consumer rules of that country, and you may bring proceedings there.

We would rather solve problems directly: write to developer@grouptaiga.com and we will try to resolve the matter within 30 days. If that fails, consumers in Türkiye may apply to the District or Provincial Consumer Arbitration Committee (Tüketici Hakem Heyeti) within the monetary limits announced each year, or to the Consumer Courts (Tüketici Mahkemeleri). For all other disputes, the courts and enforcement offices of Istanbul (Çağlayan), Türkiye have jurisdiction.

18. Changes to these terms

We may update these terms. The new version is published at this address with a new date. If a change is material, we will tell you in the app before it takes effect. Continuing to play after the change means you accept the updated terms; if you do not accept them, stop playing and delete your account.

19. General

If a clause is found invalid, the rest stays in force. Our failure to enforce a right is not a waiver of it. You may not assign your rights under these terms; we may assign ours to a group company or to an acquirer of the business, without reducing your rights. These terms, the Privacy Policy and the Distance Sales Agreement are the whole agreement between us about the game.

20. Contact

Taiga Teknoloji Anonim Şirketi

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