TRIBE RUSH

Distance Sales Agreement

Effective date: 27 October 2026 · Last updated: 27 October 2026 · Version 1.0

This agreement covers in-app purchases made inside the mobile game **Tribe Rush**. It is drawn up under Turkish Law No. 6502 on Consumer Protection and the Regulation on Distance Contracts. A copy is kept available at this address so you can store and print it.

Read this first. Everything you buy in Tribe Rush is digital content that is delivered to your account immediately. Because delivery is immediate and you consent to it at the moment of purchase, **the statutory right of withdrawal does not apply** once delivery has started (Article 15/1(ğ) of the Regulation on Distance Contracts). Payment is taken by the app store — Apple or Google — not by us, and refunds are requested from that store.

1. Parties

1.1 Seller

Title	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
Email	developer@grouptaiga.com
Website	grouptaiga.com

1.2 Buyer

The person who makes the purchase in the game, identified by the app-store account used for payment and the Tribe Rush profile the purchase is delivered to. Because the game can be played without registration, we may not hold your name or address; the store holds the billing details.

1.3 Intermediary

Purchases are made through Apple's App Store or Google Play. The store collects the payment, issues the payment receipt and acts as the merchant of record for the transaction. This agreement governs the digital content you receive in the game.

2. Subject of the agreement

This agreement sets out the rights and obligations of the parties in respect of the sale and delivery of digital content bought inside Tribe Rush, in accordance with Law No. 6502 and the Regulation on Distance Contracts. By confirming a purchase you declare that you have read this agreement and the pre-contractual information in it, and that you consent to immediate delivery.

3. What is sold

All products are digital content used inside the game. They are licences to use features of the game; they are not physical goods, money, credit, securities or a stored-value instrument, and they have no value outside the game.

Product	Type	What you receive
Starter pack	One-time purchase, offered once per account	The stated amber and a totem look, as shown on the purchase screen
Amber pack — pouch / basket / cave	One-time purchase, repeatable	The stated amount of amber, added to your balance

Amber is used inside the game to unlock cosmetic looks, double the rewards of a campaign win and buy extra Daily Hunt practice attempts. It never buys battle strength. Amber can also be earned by playing. There are no subscriptions. No product contains a randomised or chance-based outcome; the exact contents are stated before purchase.

4. Price and payment

- The price of each product, in your local currency and including taxes where the store applies them, is shown on the purchase screen before you confirm. The price shown by the store at the moment of purchase is the price that applies.
- Payment is made through your app-store account using the payment method registered there. We never see or store your card number, bank details or billing address.
- Prices may change. A change never affects a purchase already completed.
- The payment receipt or invoice for the transaction is issued by the app store and is available in your store account's purchase history.

5. Delivery

Delivery is electronic and immediate. As soon as the store confirms payment, the product is credited to the Tribe Rush profile that made the purchase, normally within seconds. Delivery requires an internet connection; if the connection drops, the purchase is credited as soon as the app can reach our servers. There is no shipping and no delivery cost. Because delivery is instantaneous digital content, no delivery period applies under Article 10 of the Regulation.

If a purchase is charged by the store but not credited in the game within 24 hours, write to developer@grouptaiga.com with the store receipt; we will credit it or help you obtain a refund from the store.

6. Right of withdrawal

Under Article 15/1(ğ) of the Regulation on Distance Contracts, the right of withdrawal **does not apply** to contracts for the supply of digital content that is not delivered on a physical medium, where performance has begun with the consumer's prior consent and acknowledgement that the right of withdrawal is thereby lost. All products in Tribe Rush are of that kind and are delivered immediately.

By confirming a purchase you expressly consent to immediate delivery and acknowledge that you therefore lose the right of withdrawal for that purchase. This does not affect your rights where the content is faulty, is not delivered, or does not match its description — see section 7.

7. Faults, non-delivery and complaints

If the digital content you bought is faulty, missing or materially different from its description, you may ask for it to be supplied properly or for the price to be refunded, under Articles 8 to 11 of Law No. 6502. Write to developer@grouptaiga.com with the store receipt and a description of the problem. We answer within 30 days at the latest, and normally much sooner.

Refunds of money already taken are processed by the store that took it:

- **Apple:** reportaproblem.apple.com
- **Google Play:** play.google.com, in your order history

Where a store refunds or reverses a purchase, we remove the corresponding amber or items from the account they were delivered to.

8. Use of what you buy

Purchased items are tied to the Tribe Rush account that received them. They cannot be transferred to another account, sold, traded or exchanged for money. If you delete your account, the items are deleted with it and cannot be restored. Details of how virtual items work are in our Terms of Service.

9. Force majeure

Neither party is responsible for failing to perform this agreement because of events outside its reasonable control, including natural disaster, fire, epidemic, war, civil unrest, strikes, failures of national telecommunications or electricity infrastructure, government decisions, and outages of the app stores or other essential third-party services. Where such an event prevents delivery of a paid product, the price is refunded through the store.

10. Dispute resolution

Please contact us first at developer@grouptaiga.com. If we cannot solve the matter, consumers resident in Türkiye may apply to the District or Provincial Consumer Arbitration Committee (Tüketici Hakem Heyeti) at their own or the seller's location, within the monetary limits announced by the Ministry of Trade each year, or to the Consumer Courts (Tüketici Mahkemeleri). For disputes above those limits, and for buyers who are not consumers, the courts and enforcement offices of Istanbul (Çağlayan), Türkiye have jurisdiction. Consumers resident elsewhere keep the protection of the mandatory consumer rules of their own country.

11. Records and communication

The record of a purchase is held by the app store and in our systems, and those records are accepted as evidence. Communication about a purchase is by email to the address you write to us from, or through the store's support channels. This agreement is concluded electronically and is available at this address, so you can read, store and print it at any time.

12. Validity

This agreement takes effect when you confirm a purchase in the game and remains in force for that purchase. Each purchase forms a separate agreement on these terms. If a clause is found invalid, the rest remains in force.

13. Seller contact

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