

G2A PLUS PURCHASE MISSION TERMS AND CONDITIONS “Plus quest”

§1. General Provisions

1. These Terms and Conditions (“Terms and Conditions”) set out the rules for participation in the promotional campaign called “Plus quest” (the “Mission” or the “Quest”).
2. The organizer of the Mission is G2A.COM Limited, with its registered office in Hong Kong, address: 31/F, Tower Two, Times Square, 1 Matheson Street, Causeway Bay, Hong Kong, Business Registration Number: 63264201 (hereinafter referred to as the “Organizer”), which operates the website www.g2a.com and G2A mobile application (collectively as “G2A.COM Platform”).
3. The Mission is organized as part of the G2A Plus loyalty program (“G2A Plus”) and is available to users of the G2A.COM Platform in accordance with the terms and conditions of G2A.COM Platform available at <https://www.g2a.com/terms-and-conditions> (the “G2A.COM Platform Terms and Conditions”), in particular section 5.7. [G2A PLUS] and applies to both the Free and Premium versions of G2A Plus.
4. The Mission is conducted globally via the G2A.COM Platform on a dedicated G2A Plus landing page available at: <https://www.g2a.com/plus> (hereinafter referred to as the “Landing Page”).
5. The Mission may only be started via Landing Page, by clicking the “Start quest” button. Once the Mission has been started correctly, the banner “Quest is active” will appear.
6. The Mission cannot be started via G2A mobile application. However, once the Participant has correctly joined the Mission via Landing Page, purchases made through the G2A mobile application that meet the conditions set out in § 4 of these Terms and Conditions will be treated as purchases made during the Mission.
7. The Mission is a promotional action, and does not constitute a game of chance, lottery, or mutual betting.
8. Participation in this Mission is voluntary. By participating in the Mission, the Participant acknowledges that they have read, understood and accepted these Terms and Conditions and agree to be bound by them.

§2. Definitions

1. For the purposes of these Terms and Conditions, the following terms shall have the meanings set out below:
 - 1) Account – a user account on the G2A.COM Platform, created in accordance with the G2A.COM Platform Terms and Conditions;
 - 2) User – a holder of an active Account;
 - 3) Participant – a person who cumulatively meets the conditions specified in §3 of these Terms and Conditions;
 - 4) Plus Free – the free subscription of the G2A Plus program;
 - 5) Plus Premium – the paid subscription of the G2A Plus program;

- 6) Mission Period – the period of Mission, from September 14, 2026, 08:00:00 UTC+0 until October 31, 2026, 11:59:59 UTC+0;
- 7) Plus Points – points awarded under the G2A Plus program in accordance with the rules of that program (in particular section 5.7. [G2A PLUS] of the G2A.COM Platform Terms and Conditions) and these Terms and Conditions;
- 8) Abuse – any act or omission contrary to the law, these Terms and Conditions, or the G2A.COM Platform Terms and Conditions, or infringing the rights of third parties or the legitimate interests of Organizer, in particular actions aimed at circumventing the rules of these Terms and Conditions;
- 9) Digital Game Key – a digital, single-use activation key for a video game, distributed electronically.

§3. Participants and Conditions of Participation

1. Only a User who cumulatively meets the following conditions may participate in the Mission:
 - 1) has an active Account and G2A Plus subscription in either the Plus Free or Plus Premium version;
 - 2) successfully joins the Mission during the Mission Period via Landing Page by clicking “Start quest” in the dedicated section;
 - 3) accepts and comply with these Terms and Conditions.
2. The Mission operates in two variants, depending on the Participant’s status in the G2A Plus program: Plus Free and Plus Premium. The type and value of rewards granted for the successful completion of the Mission and satisfaction of its conditions shall depend on the Participant’s G2A Plus subscription version.
3. A Participant may join the Mission only once.
4. A Participant may receive a reward under the Mission only once.

§4. Rules for Completing the Mission

1. The Mission shall be deemed completed if, after successfully joining the Mission, the Participant, during the Mission Period, completes two separate transactions via G2A.COM Platform, each of which:
 - 1) constitutes a separate order and has a value of at least EUR 2;
 - 2) has been duly paid for;
 - 3) includes the purchase of Digital Keys with a value of at least EUR 2, which has been displayed by the Participant no later than by the end of the Mission Period;
 - 4) Has not been canceled or subject to a chargeback;
 - 5) Has not had its payment reversed and no refund has been made;
 - 6) meets the other conditions specified in these Terms and Conditions.

For the avoidance of doubt:

- 1) two or more products purchased within one order count as one purchase;
 - 2) in order to complete the Mission, two separate purchase transactions are required;
 - 3) both purchase transactions may be concluded with the same seller;
 - 4) transactions related to the preorders of Digital Keys shall count toward completion of the Mission only if the release date of the product falls no later than on 31 October 2026 and the Digital Keys is displayed by the Participant by the end of the Mission Period;
 - 5) transactions related to the preorder of Digital Keys with a release date after 31 October 2026 shall not count toward completion of the Mission.
 - 6) displayed only a Digital Keys with a value below EUR 2 shall not satisfy requirements, even if the total value of the order is over EUR 2.
3. The value of a transaction for the purposes of the Mission shall be determined:
- 1) after discounts have been taken into account;
 - 2) converted into EUR.
4. Only transactions made after successfully joining the Mission shall be taken into account for completing the Mission.

\$5. Prize

1. A Participant who properly completes the Mission shall receive Plus Points a prize, depending on its G2A Plus subscription plan.
2. The amount of the prize depends on the Participant's G2A Plus subscription plan at the time of completing the Mission, i.e. at the moment when all conditions required for the Mission to be deemed completed have been fulfilled. If the Participant's G2A Plus subscription plan changes during the Mission, the prize shall correspond to the subscription plan held by the Participant at the time the Mission is completed.
3. A Participant who has Plus Premium at the time of completing the Mission shall receive 300 Plus Points.
4. A Participant who has Plus Free at the time of completing the Mission shall receive 200 Plus Points.
5. Plus Points shall, as a rule, be awarded within 24 hours of completion of the Mission; however, in exceptional cases this period may be extended to 3 business days from completion of the Mission.
6. Plus Points shall be awarded only if all conditions of the Mission have been fulfilled by the Participant.
7. The above-mentioned prize is not exchangeable for cash, other means of payment, or any other benefit.

§6. Returns, refunds, transaction complaints, and withdrawal of the prize

1. If, after the prize has been granted, it turns out that any of the transactions taken into account for completing the Mission:
 - 1) was canceled,
 - 2) was subject to a refund,
 - 3) was subject to a chargeback,
 - 4) ceased to meet the conditions of these Terms and Conditions or the G2A.COM Platform Terms and Conditions,
 - 5) was connected with Abuse,
2. Organizer may refuse to grant the prize, withhold its grant, cancel completion of the Mission, or withdraw the awarded Plus Points.
3. The entitlement referred to in section 1 above shall also apply to the Organizer where the undue granting of the reward resulted from a technical error, system integration error, incorrect progress calculation, or other irregularities outside of the Organizer's control.
4. If withdrawal of the Plus Points is not technically possible in whole or in part, the Organizer may apply an equivalent settlement mechanism, in particular:
 - 1) blocking the use of part of the Plus Points,
 - 2) reducing future point awards,
 - 3) another functionally equivalent solution applied within the G2A Plus program.
5. The Organizer may carry out additional verification also after the Quest has been marked as completed and after the reward has been granted, if there is a justified suspicion of a breach of the Terms and Conditions.

§7. Abuse and Organizer protection measures

1. The Organizer has the right, at any time, to verify whether the conditions for participation in the Mission have been met and whether the Mission has been completed properly.
2. In the event of a justified suspicion of Abuse, the Organizer may:
 - 1) suspend the update of Mission progress,
 - 2) mark a transaction as requiring additional verification,
 - 3) withhold the granting of the prize;
 - 4) refuse to grant the prize;
 - 5) withdraw the prize;
 - 6) exclude the Participant from the Mission.

3. The assessment of whether Abuse has occurred shall be made on the basis of system, transaction, account, payment, as well as other circumstances relevant from the perspective of the security and integrity of the Mission.
4. The Organizer may disregard, for the purposes of the Mission, transactions made using multiple accounts, automation mechanisms, artificial activity generation, or other actions contrary to the purpose of the Mission.

§8. Complaints regarding the Mission

1. Complaints regarding the Mission should be submitted to the following e-mail address: support@g2a.com.
2. A complaint should include at least:
 - 1) data identifying the Participant,
 - 2) a description of the objections,
 - 3) where possible, the order number or transaction identifier,
 - 4) contact details for the response.
3. The Organizer shall respond to the complaint within 14 days of its receipt.
4. The complaint procedure regarding the Mission is independent of complaints relating to the transactions themselves, products or services offered by sellers on the G2A.COM Platform.

§9. Personal Data

1. The Organizer is the controller of the Participants' personal data.
2. Participants' personal data shall be processed by the Organizer to the extent necessary for:
 - 1) conducting the Mission,
 - 2) verifying compliance with the conditions of participation,
 - 3) granting and, where applicable, withdrawing prizes,
 - 4) handling complaints,
 - 5) detecting Abuse and protecting system security.
3. Detailed rules regarding the processing of personal data are set out in the privacy policy available at: <https://www.g2a.com/privacy-policy>.
4. By participating in the Mission, the Participant acknowledges that the Organizer may contact the Participant by e-mail solely for the purpose of providing information necessary for the administration and settlement of the Mission, including information about participation, Mission status, completion, awarded Plus Points, verification, and complaints.

§10. Amendment of the Terms and Conditions, suspension, and termination of the Mission

1. For important reasons, the Organizer reserves the right to amend these Terms and Conditions, without prejudice to rights already acquired by Participants. The following circumstances shall be constitute important reasons:
 - 1) a change in the law that has a direct impact on the content of the Terms and Conditions or the conduct of the Quest;
 - 2) introducing new or changing existing functionalities of the G2A.COM Platform;
 - 3) prevention of Abuse or other infringement;
 - 4) a change in the way the Quest is conducted due to technical or technological reasons;
 - 5) a change in the way services are provided due solely to technical or technological reasons;
 - 6) change of the scope or provision of services to which the provisions of the Terms and Conditions apply, by introducing new, modifying or withdrawing by the Organizer the existing functionalities or services covered by the Terms and Conditions;
 - 7) circumstances beyond the Organizer's reasonable control, including force majeure.
2. In matters not regulated herein, the G2A.COM Platform Terms and Conditions and applicable law shall apply.