

Effective Date: 15/01/2026

Last Updated: 15/01/2026

1. General Provisions

1.1. These Terms of Service (the "Agreement") constitute a public offer by LLC "FIVE ONLINE" (ООО "ФАЙВ ОНЛАЙН"), hereinafter referred to as the "Company" or "We." By activating or using any part of FIVE CITY (the "Game"), you ("User") accept the full terms of this Agreement. Acceptance occurs at the moment of payment or activation of the Game or its services, without requiring a signature.

1.2. This Agreement is valid in electronic form and does not require joint signing.

1.3. Use of the Game implies acceptance and obligation to comply with these terms.

2. Definitions

- User — a natural person who has accepted this Agreement and is legally capable of entering into it, typically at least 18 years old or the age of legal majority in your jurisdiction. If the Company determines otherwise, we reserve the right to suspend or block the account without compensation.
- Services — all features, virtual items, in-game content, or functionality provided by the Company in exchange for payment.
- Game Account — the User's authorized account used to access the Game.
- Virtual Items — digital goods, currency, benefits, or enhancements acquired through in-game purchases.

3. Service Provision & Acceptance

3.1. Upon payment by the User, the ordered Services are deemed correctly and fully provided.

3.2. By activating purchased content in your Game account, you confirm that Services have been fully rendered and waive any right to unilaterally terminate or receive a refund.

3.3. At the moment of ordering, both parties agree that Services are considered fully and properly rendered.

4. Purchases & Non-Refundable Policy

4.1. All in-game purchases—including virtual items, in-game currency, boosts, and bonuses—are final, non-refundable, and non-transferable, unless otherwise required by applicable law (e.g., mandatory consumer rights).

4.2. Virtual Items carry no monetary or real-world value and do not confer ownership—they grant only limited usage rights within the Game.

4.3. Reselling, exchanging, or transferring Virtual Items for real-world money or other benefits is strictly prohibited.

5. Accounts & Compliance

5.1. Users are responsible for maintaining the confidentiality of their Game Account credentials.

5.2. The Company may suspend or terminate accounts without refund for policy violations including cheating, fraud, abuse, or providing false information.

5.3. If a User is found to be underage or legally incapable, the Company may immediately block access without prior notice or refund.

6. Modifications & Rules

6.1. The Game's project rules ("Project Rules")—published on the official website or forum—form an integral part of this Agreement.

6.2. The Company reserves the right to modify these Rules at any time. Continued use of the Game after such changes constitutes acceptance thereof.

6.3. In the event of a conflict, the Project Rules take precedence over this Agreement.

7. Disclaimer & Limitation of Liability

7.1. The Game and related Services are provided "as is"; the Company disclaims all warranties regarding performance and compatibility.

7.2. The Company is not liable for data loss, progress loss, or lost Virtual Items resulting from technical issues or policy enforcement.

7.3. In jurisdictions where liability cannot be excluded, the Company's liability is limited to the amount paid by the User.

8. Governing Law & Dispute Resolution

8.1. This Agreement is governed by the laws of Russian Federation.

8.2. All disputes shall be resolved in the competent courts of the chosen jurisdiction.

9. Entire Agreement & Changes

9.1. This Agreement and associated Project Rules constitute the full agreement between the User and the Company, superseding all prior arrangements.

9.2. No verbal or written statement not expressly included herein constitutes binding terms.

9.3. The Company may revise this Agreement at any time. Updated versions are effective upon posting; continued use indicates acceptance.

10. Contact Information

For questions regarding this Agreement, refunds, or account issues, contact us at:

Email: info@five.city

Address: 617762, Permskiy kray, g Chaykovsky, Kamskaya ul., d. 1, kv. 82