

USER AGREEMENT

Matreshka RP Online Game

Last updated: 30 September 2026

ANY USE OF THE “MATRESHKA RP” GAME MEANS THAT YOU HAVE FULLY READ, UNDERSTOOD AND AGREED TO THE TERMS OF THE AGREEMENT SET OUT BELOW, UNDERTAKE TO COMPLY WITH THEM AND ACCEPT RESPONSIBILITY FOR THEIR VIOLATION. THE TERMS OF THIS AGREEMENT ARE MATERIAL AND BINDING ON ALL PARTICIPANTS OF THE GAME.

This Agreement is entered into between you (hereinafter referred to as the “User” or “You”) and Blackcore Games FZCO, a company duly incorporated and existing under the laws of the United Arab Emirates, with its registered office at DDP, Building A1, Dubai Silicon Oasis, UAE (hereinafter referred to as the “Company”, “we”, “us”, “our” or “BLACKCORE GAMES”).

This Agreement sets out the rules for the use of the online game “Matreshka RP”, the website <https://matreshka.gg>, as well as the terms for the provision of paid services to participants of the Game.

Your acceptance of this Agreement shall be deemed full and unconditional upon the occurrence of at least one of the following circumstances: (i) You have downloaded the “Matreshka RP” mobile application from any platform on which it is available; (ii) You have opened such application, registered or logged in to it; (iii) You have performed any action or interaction within the Client Part of the Game, including by submitting requests or commands or using any of its functions.

IF YOU DO NOT AGREE TO ANY OF THESE TERMS, YOU ARE EXPRESSLY PROHIBITED FROM USING THE GAME AND SERVICES AND MUST IMMEDIATELY DISCONTINUE ANY SUCH USE.

1. TERMS AND DEFINITIONS

Game means the interactive online game “MATRESHKA RP”, including, without limitation:

- the “Matreshka RP” mobile application (also referred to as the “Client Part of the Game”), which is computer software (including for Mobile Devices) consisting of a set of data, commands and audiovisual displays generated by it and activated sequentially in order for the User to achieve a certain result provided for by the scenario of the Game;
- the Game servers, server-side and other software, in-game assets, databases and other resources of BLACKCORE GAMES required for the use of the Game under this Agreement.

Users participate in the Game (use its features and services and participate in gameplay) interactively (online) by running the mobile application, connecting via the Internet to the resources (including servers) of BLACKCORE GAMES and installing the Client Part of the Game on the User's Mobile Device. Administration and maintenance of the Game, as well as provision of access to the Game to Users, are carried out by BLACKCORE GAMES or other persons under a written agreement with BLACKCORE GAMES. Access to the Game is provided to the User free of charge. Additional and special features of the Game are provided to the User for a fee subject to the terms of this Agreement.

User means an individual having the legal capacity required to enter into this Agreement and who, under this Agreement, is granted the right to use the Game and Services within the limits provided herein.

Game Account means the User's account in the Game used for the User's authorization (authentication) and for providing the User with access to the Game, including, without limitation, settings, statistical indicators, cloud storage of game progress, other similar information and features. Within one Game Account, the User may have access to profiles on different Game Servers. The User agrees that the Game Account, the game elements contained therein and any other components of the Game are the property of BLACKCORE GAMES. Deletion of the Game Account results in termination of access to the account. The User may restore the account and the related game data within 7 (seven) calendar days from the date of deletion. After the expiry of this period, restoration is not possible.

Game Character means an in-game character used by the User to participate in gameplay on a specific Game Server and consisting of a set of game characteristics and attributes linked to the Character Profile.

Game Server means a separate Game server within which gameplay takes place and the relevant game progress of the User is generated. Game progress, in-game assets, certain Services and other game features may be linked to a specific Game Server and may not apply to other Game Servers.

Profile means a set of data within the User's Game Account relating to the use of the Game on a specific Game Server, including information on game progress, game characteristics, in-game assets, purchased Services and other game features available to the User.

Mobile Device means a smartphone, tablet or other device of the User that has passed the compatibility check when downloading/installing the Client Part of the Game from Google Play, the App Store, RuStore or AppGallery.

Moderator means a person who monitors the User's actions in the Game and/or moderates the Game forum or a Game-related community on social media.

Website means the official website of the Game located at <https://matreshka.gg> and its subdomains, providing the User with access to the resources of BLACKCORE GAMES, including

those required for the User's use of the Game. BLACKCORE GAMES publishes information binding on Users on the Website.

Services means additional and special features of the Game provided by BLACKCORE GAMES to the User for a fee under the terms set out in this Agreement. Services are not a prerequisite for participation in the Game and are provided solely at the User's request. Services include: subscription to Premium (or Premium), purchase of in-game means of payment (in-game currency), as well as purchase of other in-game assets and in-game options. BLACKCORE GAMES provides Services to the User only while the User participates in the Game. In-game currency has no real-world representation or equivalent. BLACKCORE GAMES does not exchange in-game assets received as a result of the provision of Services to the User, or in-game currencies, for cash, electronic money or non-cash funds.

Subscription (or Premium) means a paid Service provided by BLACKCORE GAMES and purchased by the User to use additional functions and features of the Game on a Game Server selected by the User for a specified period. The Subscription (or Premium) applies exclusively to the Game Server selected by the User at the time of purchase and does not apply to any other Game Servers available to the User, including within the same Game Account. To use the Subscription (or Premium) on another Game Server, the User must purchase a Subscription (or Premium) separately for such Game Server.

This Agreement may use terms not defined by the concepts listed above. In such case, such terms shall be interpreted in accordance with the text of this Agreement. If a term cannot be unambiguously interpreted under this Agreement, the Parties shall be guided by the interpretation provided under the applicable laws of the United Arab Emirates and, in the absence of such interpretation, by established business practices or online gaming industry practices.

2. SUBJECT MATTER OF THE AGREEMENT

2.1. Under this Agreement, BLACKCORE GAMES grants the User, under a simple (non-exclusive), revocable license, the right to use the Game to the extent, by the methods, for the period of use of the Game and within the territory specified in the Agreement, provided that the User complies with the terms of the Agreement.

2.2. The User may use the Game in the following ways:

2.2.1. reproduce the Client Part of the Game by downloading, installing and launching it on a Mobile Device;

2.2.2. use the functionality of the Game within the limits provided for by this Agreement.

2.3. By accepting the terms of this Agreement, the User confirms that the User is a legally capable individual, acts in good faith, voluntarily and reasonably within the limits of the User's legal capacity, has no impediments to accepting the terms of this User Agreement and fully understands their meaning and effect. A legally capable User who has reached the age of 14 may independently accept the terms of this Agreement if such actions fall within the scope of the User's

legal capacity under applicable law. If the User has not reached the age of 14, as well as in cases where required by applicable law, acceptance of this Agreement and use of the Game are permitted only with the consent and under the supervision of parents or other legal representatives. Use of the Game by minors is permitted only under the supervision of parents or other legal representatives.

BLACKCORE GAMES is unable to reliably determine the User's actual age and therefore relies on the User's honesty and good faith in complying with this clause of the Agreement.

2.4. The Company does not restrict the territory in which the User may use the Game, except that this Agreement does not apply to Users located in the Russian Federation. The User is solely responsible for using the Game in the territory of the User's country in compliance with applicable law. If, under the laws of the relevant jurisdiction, the User is prohibited from receiving online gaming services, or other legal restrictions apply (including age restrictions), or if the Game is classified as gambling under local law and is therefore prohibited in the territory where the User is located, the User may not use the Game or Services and must immediately discontinue their use.

3. RIGHTS AND OBLIGATIONS OF THE USER

3.1. The User has the right to:

3.1.1. Use the Game solely for non-commercial, personal purposes in compliance with the terms of the Agreement, for which purpose the User has the right to:

(a) use the software features of the Game, including to achieve a result provided for by the Game scenario;

(b) purchase and use Services, including to achieve a result provided for by the Game scenario;

(c) change personal Game settings available through the functionality of the Game;

3.1.2. contact the Company and/or Moderators for support at support@matreshka.gg, acknowledging that the procedure and scope of such correspondence are determined at the Company's discretion;

3.1.3. appeal actions of Moderators by sending an email to support@matreshka.gg, providing reasons and complying with ethical standards; the Company reviews such complaints at its own discretion;

3.1.4. Participate in contests and promotions conducted by BLACKCORE GAMES and related to the Game in accordance with the terms of such contests and promotions.

3.2. The User undertakes to:

3.2.1. Provide accurate information when registering in and using the Game;

3.2.2. Independently take appropriate measures to ensure the security of the User's Game Accounts and prevent unauthorized use of such accounts by third parties;

3.2.3. Independently bear responsibility for any actions performed in the Game and Game-related communities;

3.2.4. Comply with the rules of the Game and individual Game scenarios posted in the Game;

3.2.5. If the User's activities form the basis for claims or lawsuits by third parties against BLACKCORE GAMES and/or orders of governmental authorities imposing penalties in connection with violations of third-party rights and/or law, immediately, at the request of BLACKCORE GAMES, provide all requested information relating to previously performed actions, assist BLACKCORE GAMES in resolving such claims and lawsuits, and compensate BLACKCORE GAMES for all losses caused by such claims, lawsuits or orders;

3.2.6. Follow instructions of BLACKCORE GAMES or the Moderator, in particular where such instructions are given to the User or a group of Users in the Game or on Game-related resources;

3.2.7. Treat BLACKCORE GAMES, Moderators and Users of the Game respectfully and appropriately;

3.2.8. Compensate BLACKCORE GAMES or any person whose rights have been violated by the User's actions for losses arising from the User's acts or omissions in full;

3.2.9. Not use the Game for commercial purposes, and not distribute, for commercial or non-commercial purposes, the Client Part of the Game or copies thereof, whether by distributing physical media containing it or by making it available on the Internet for download by specific persons or an unlimited number of persons;

3.2.10. Not use the Game in ways not provided for by this Agreement and going beyond ordinary gameplay, including by exploiting software errors;

3.2.11. Not use the Game in any manner capable of causing losses to BLACKCORE GAMES or other third parties and/or causing harm to business reputation;

3.2.12. Not interfere with software code, gain unauthorized access to computer systems, or gain access to the database of Game Users;

3.2.13. Not infringe intellectual property rights of BLACKCORE GAMES or other persons in relation to the Game and/or any of its components, including, without limitation, not copying, broadcasting, sending, publishing or otherwise distributing or reproducing any materials (including text, graphics, audio or video) contained in the Game without the written consent of BLACKCORE GAMES;

3.2.14. Not use malicious or other third-party software or equipment capable of harming the Game or its Users, including any third-party programs that control gameplay or modify such gameplay (including cheats, trainers or other similar tools or programs). Programs that automatically

generate Game data for the purpose of obtaining a gameplay advantage over other Users are also prohibited;

3.2.15. Not restrict other Users' access to the Game or prevent other Users from using the Game;

3.2.16. Not use obscene language in the Game, threaten violence or physical harm against other Users of the Game. Threats, blackmail, wishes of death, illness, etc. relating to the personality of a User or the User's relatives in real life are prohibited in the Game;

3.2.17. Not distribute in any manner (including by posting messages or links) materials or information promoting or expressing rejection of or hatred toward any religion, culture, race, nation, people, language, politics, ideology or social movement, information containing extremist, terrorist, chauvinistic or any other hostile or unlawful appeals, as well as information regarding the sale of prohibited substances or unlawful acquisition of prohibited goods, and immediately notify BLACKCORE GAMES or Moderators of any known cases of distribution of such materials and information;

3.2.18. Not violate the rules of communities dedicated to the Game (forums, thematic groups or channels on social networks);

3.2.19. Not clutter the information environment of the Game or Game-related chats and forums with flooding (repeated text lacking meaningful content and/or meaningless text) or spam;

3.2.20. Not make disrespectful statements concerning BLACKCORE GAMES, Moderators, Services or the Game itself. The User is prohibited from disseminating information that does not correspond to reality (rumors, defamation) about the Game, BLACKCORE GAMES or Moderators. Publishing and sending messages provoking and/or calling upon other Users to violate this Agreement are prohibited;

3.2.21. Not disseminate information damaging the business reputation of BLACKCORE GAMES or constituting anti-advertising of the Game. Anti-advertising includes, among other things, demonstrative calls/invitations/departures elsewhere, including to other online games;

3.2.22. Not place advertisements in the Game without the prior written consent of BLACKCORE GAMES. Any messages sent by the User containing links to other websites on the Internet shall be deemed unauthorized advertising unless the User has obtained written permission from BLACKCORE GAMES for such actions;

3.2.23. Not post information or materials in the Game that violate applicable law and/or third-party rights. If materials or information provided by the User conflict with applicable law, all liability for such violation shall be borne entirely by the User;

3.2.24. Not sell, purchase, exchange, transfer or use information required to access the Game Accounts of other Users.

3.2.25. Not sell or resell Services, including a Subscription (or Premium), in-game currency or other in-game assets to third parties, including by transferring a Game Account, exchanging, gifting, entering into any agreement or by any other means. Not purchase or otherwise obtain any

in-game assets from persons other than BLACKCORE GAMES. The User agrees that BLACKCORE GAMES is the only person entitled to sell in-game assets;

3.2.26. Not perform any other actions violating this Agreement, established online gaming practices and/or applicable law.

4. RIGHTS AND OBLIGATIONS OF BLACKCORE GAMES

4.1. BLACKCORE GAMES has the right to:

4.1.1. Change, supplement or modify the Game (any part thereof) without prior notice to the User;

4.1.2. Change the terms of this Agreement at any time without prior notice to the User;

4.1.3. Unilaterally restrict, expand or change the functionality of the Game and/or discontinue provision of Services without prior notice to the User;

4.1.4. Manage the Game and its processes (including the scenario) at its discretion, and at any time suspend or change the course of processes and conditions of use of the Game without prior notice to the User;

4.1.5. At any time change or delete any information posted by the User in the Game and Game-related communities, including statements, announcements and personal data of the User, without explanation, including where such information infringes rights (including intellectual property rights) of third parties or does not comply with law or the terms of this Agreement;

4.1.6. Send Users informational or technical messages relating to the Game and Services;

4.1.7. Issue comments, warnings, notifications and information to Users regarding non-compliance or risk of non-compliance with this Agreement. Instructions of BLACKCORE GAMES or a Moderator are binding on the User. Failure by BLACKCORE GAMES to act in the event of the User's breach of the Agreement does not deprive BLACKCORE GAMES of the right to take appropriate action to protect its interests later and does not constitute a waiver by BLACKCORE GAMES of its rights in the event of similar or comparable breaches by the User in the future;

4.1.8. Reward any User at its discretion by any available means, including by increasing the amount of in-game currency;

4.1.9. Take measures provided for by law to protect its intellectual property and other rights;

4.1.10. If BLACKCORE GAMES has grounds to believe that the User is engaged in unlawful or fraudulent activities, BLACKCORE GAMES has the right to provide the relevant information to law enforcement authorities for review;

4.1.11. Delegate part of its powers to monitor Users' activities to a Moderator;

4.1.12. At any time apply sanctions to the User consisting of prohibiting the User from using the Game and Services (including by temporarily blocking the Game Account or certain Game

functions), or use other measures of influence, including a warning, a demand for compensation for losses and other appropriate measures, in the following cases:

4.1.12.1. In the event of the User's breach of any term of this Agreement;

4.1.12.2. If the User fails to comply with instructions of BLACKCORE GAMES or a Moderator;

4.1.12.3. If BLACKCORE GAMES establishes that the User has committed fraud aimed either at causing harm to BLACKCORE GAMES or the Game or at increasing game characteristics by non-game methods (including through external software or non-standard hardware).

4.2. The User understands and agrees that where sanctions specified in Clause 4.1.12 of this Agreement are applied to the User, funds paid for previously purchased Services are non-refundable.

4.2.1. In the cases specified in Clauses 4.1.12.1–4.1.12.3, BLACKCORE GAMES has the right, at its own discretion, to determine the nature and severity of sanctions imposed on the User's Game Account, including blocking and/or deleting the Game Account without prior notice to the User.

4.2.2. In the event of reasonable suspicion of malicious activity by the User and/or abuse of rights in connection with the performance of this Agreement, BLACKCORE GAMES may block the User's account at its discretion without prior notice to the User.

4.3. BLACKCORE GAMES undertakes to:

4.3.1. Provide Users with access to the Game to the extent and subject to the terms provided for by this Agreement;

4.3.2. Publish this Agreement and other documents in their current version on the Website.

5. LIMITATION OF LIABILITY OF BLACKCORE GAMES

5.1. The User understands and agrees that short-term interruptions in the proper operation of the Game and its individual elements may occur. BLACKCORE GAMES takes all measures to minimize such interruptions but expressly states that the Game may occasionally be unavailable. BLACKCORE GAMES shall not be liable for interruptions in the operation of the Game.

5.2. Under no circumstances shall BLACKCORE GAMES be liable to Users or any third parties for any indirect, incidental, unintentional or intentional losses, including lost profits or lost opportunities, lost data, damage or harm to business reputation caused in connection with use of the Game or other materials accessed by Users or other persons through the Game.

5.3. Under no circumstances shall BLACKCORE GAMES be liable to Users for claims by third parties, including governmental authorities, arising in connection with the User's actions, including use of the Game under this Agreement.

5.4. BLACKCORE GAMES does not guarantee and shall not be liable to Users or third parties for the quality, correctness, sufficiency, reliability, safety, legality, completeness or relevance of information and materials posted in the Game.

5.5. BLACKCORE GAMES does not guarantee (i) the quality, safety, suitability or legality of any game content, but makes every effort to ensure that such content is absent from the Game; (ii) the effectiveness of game content; (iii) compliance of content with the User's expectations and needs.

5.6. The User uses the Game and Services at the User's own risk. The Game (including any of its elements) and Services are provided to the User "as is". BLACKCORE GAMES disclaims any warranties that the Game and/or Services may or may not be suitable for specific purposes of use. BLACKCORE GAMES does not promise any specific results from use of the Game or Services. The User is responsible for any damage that may be caused to the User's Mobile Device or data as a result of using the Game or Services.

5.7. The User acknowledges and agrees that BLACKCORE GAMES shall not be responsible for any technical failures or other problems of any telephone networks or services, computer systems, servers or providers, computer or telephone equipment, software, email service failures or scripts due to technical reasons beyond the control of BLACKCORE GAMES. BLACKCORE GAMES shall also not be responsible for losses incurred by the User due to technical failures of hardware or software.

5.8. BLACKCORE GAMES shall not be liable for any direct or indirect losses resulting from: use or inability to use the Game; unauthorized access to the User's communications; statements or conduct of any third party in the Game.

5.9. BLACKCORE GAMES shall under no circumstances be liable for possible unlawful or other actions of the User in the Game that violate this Agreement or instructions of BLACKCORE GAMES or a Moderator.

5.10. BLACKCORE GAMES shall not be liable for statements of the User made or published in Game-related communities. BLACKCORE GAMES shall not be liable for the User's behavior or disrespectful attitude toward other Users. BLACKCORE GAMES reserves the right to unilaterally suspend access to the Game pending clarification of circumstances if there is suspicion that the User has committed unlawful acts.

5.11. BLACKCORE GAMES shall not be liable for loss by the User of the ability to access the User's Game Account (loss of login, password or other information required to identify the User in the Game). BLACKCORE GAMES shall not be liable for unauthorized use by third parties of the User's registration data required to access the Game Account.

5.12. BLACKCORE GAMES shall not be liable for incomplete, inaccurate or incorrect provision by the User of the User's data when creating a Game Account.

5.13. BLACKCORE GAMES shall not be liable for loss by the User of in-game assets obtained during the Game or as a result of the provision of Services, except where such loss occurred due to the fault of BLACKCORE GAMES (as a result of a software error, etc.).

5.14. BLACKCORE GAMES shall not be liable for the availability of Internet access to the User or for the quality of services of Internet service providers with which Users have entered into agreements for Internet access.

5.15. BLACKCORE GAMES does not exchange in-game assets received by the User through the Services (including in-game currencies) for cash, electronic money or non-cash funds.

5.16. BLACKCORE GAMES does not exchange one type of in-game asset obtained through Services for another type of in-game asset.

5.17. BLACKCORE GAMES does not guarantee that the quality of the Game, any Service or information obtained by the User through use of the Game will meet the User's expectations.

5.18. BLACKCORE GAMES is not required to provide the User with any evidence, documents or other materials proving the User's breach of the Agreement that resulted in sanctions under Clause 4.1.12 of this Agreement.

5.19. BLACKCORE GAMES shall not be liable for consequences associated with prolonged regular (continuous) use of a Mobile Device by the User, including various physical conditions such as deterioration of eyesight, scoliosis, various forms of neurosis and other adverse effects on the body. The User guarantees that the User will use the Game only for a reasonable period of time, with breaks for rest or other measures to prevent physical health issues if recommended or prescribed to the User.

5.20. Under any circumstances, the liability of BLACKCORE GAMES to the User shall be limited to an amount not exceeding the remuneration received by BLACKCORE GAMES from the User before the occurrence of the circumstances giving rise to the liability of BLACKCORE GAMES.

6. INTELLECTUAL PROPERTY

6.1. The User understands, agrees and accepts that all rights to use the Game, including any components of the Game, including, without limitation, rights to Game Characters, in-game items and accessories, in-game means of payment, in-game assets, graphics, photographs, animations, video images, video clips, design, sound recordings, sound effects, music, textual content of the Game and other components of the Game, belong to BLACKCORE GAMES or are used by BLACKCORE GAMES on other lawful grounds. During the term of this Agreement, the User may use the relevant components of the Game, provided that under no circumstances are any rights to any components of the Game transferred to or owned by the User. Although the User is granted the right to use the Game, participation in gameplay and use of the Game may not be construed as a transfer (assignment) and/or concession of any exclusive or other rights in the Game or any part thereof.

6.2. The User understands, accepts and agrees that any element of the Game, including any Game Characters, is a component of the Game with a certain set of functions and features in the Game, and although the User is permitted to control such Game Characters during gameplay and participation in the Game, including developing such characters during the Game and gameplay,

such control and development of a character in the Game may under no circumstances be construed as a transfer and/or assignment of any rights in such Game Character from BLACKCORE GAMES to the User, nor may such control and development of a character in the Game be construed as authorship of the Game Character by the User and/or joint authorship of the User and BLACKCORE GAMES in relation to the Game Character.

6.3. All exclusive rights to content posted in the Game belong to their respective right holders. Except as provided for by this Agreement and applicable law, no content posted by BLACKCORE GAMES in the Game or created as a result of use of the Game may be copied, modified, distributed, published, transferred, sold or otherwise used in whole or in part without prior permission of BLACKCORE GAMES. Reproduction, copying, collection, systematization, storage and transmission of content for commercial and/or non-commercial purposes are prohibited. The User may also not publicly display, rent, import, publicly perform, broadcast, communicate by cable, retransmit or make such content available to the public.

6.4. The User agrees that any part and any element of the Game, its data and commands, constitute part of the Game and are protected by law. Although the User is granted rights to use the Game, use of the Game itself may not be construed as a transfer or assignment of exclusive rights in the Game, its parts or elements from BLACKCORE GAMES to the User. The User also understands and agrees that all exclusive rights to the localized (translated into the relevant language) Game belong to BLACKCORE GAMES.

6.5. The User is prohibited from examining the software code, reverse engineering, decompiling, disassembling or modifying the Game, its parts or elements, or creating derivative products based on the Game, its parts or elements without the written consent of BLACKCORE GAMES.

6.6. Exclusive rights to materials posted by the User in the Game belong to the User who created them or other lawful right holders. Rights to use such materials free of charge, where such materials are intellectual property, are granted to BLACKCORE GAMES in the form of a non-exclusive license covering all countries of the world from the moment the User posts (publishes) such materials in the Game, without any obligation to pay royalties or other remuneration and without limitation as to the maximum permitted term or territory of use.

7. TERMS FOR THE PROVISION OF SERVICES

7.1. At the User's request, BLACKCORE GAMES provides the User with paid Services that enable the User to use additional, expanded and special features of the Game. As a result of using certain additional features, the User may receive in-game assets that facilitate faster development of the Game Character and/or faster increase of the Game Account rating. A Service is provided in relation to a specific Game Server, and the features obtained as a result of its provision may be used exclusively on such Game Server unless otherwise expressly provided by the terms of the Service. In-game assets are intangible and may be used by the User only within the Game.

7.2. Services in the Game may include:

7.2.1. Purchase of in-game currency in the form of bonuses (bonus funds);

7.2.2. Purchase of in-game currency in the form of bonuses for oneself or as a gift to another User;

7.2.3. Funding the Profile in an available currency;

7.2.4. Purchase of a Subscription (or Premium) providing the User with additional functions and features of the Game on the Game Server selected by the User. A Subscription (or Premium) is purchased separately for each Game Server and applies exclusively to the Game Server selected by the User at the time of purchasing the Subscription (or Premium).

7.3. The following are required for the provision of Services to the User:

7.3.1. Receipt of the User's funds in the account of BLACKCORE GAMES in the amount specified in the invoice issued through the payment provider;

7.3.2. Provision by the User of accurate, current and complete information required for payment for and use of the Services. The User is solely responsible for any consequences arising from provision of inaccurate, outdated or incomplete information, and BLACKCORE GAMES reserves the right to refuse to provide Services and take other measures provided for by this Agreement.

7.3.3. When purchasing a Subscription (or Premium), before making payment the User must select the Game Server for which the Subscription (or Premium) is purchased, as well as the relevant level or type of Subscription (or Premium), if several Subscription (or Premium) options are available to the User. Before payment, the User is provided with information about the selected Subscription (or Premium). The User is responsible for correctly selecting the Game Server when purchasing the Subscription (or Premium).

7.4. Payment for Services may be made (where available) using Visa, Mastercard or other bank cards; through online banking; using Google Pay, Apple Pay, PayPal or other payment systems; or through mobile network operators. To make payment, the User is redirected to the payment provider's server, where the User must enter the information required to pay for the Services. All payments are made in the currency available in the Game at the time of payment.

7.5. To send an electronic receipt, the User is offered the option to select the method of delivery of the electronic receipt (to an email address and/or by SMS to the mobile phone number specified by the User). Selection of the method of delivery of the electronic receipt constitutes the User's consent to receive the electronic receipt by the selected method. The User agrees that the email address and/or mobile phone number specified by the User when making the most recent payment or otherwise provided to BLACKCORE GAMES will automatically be used to send the electronic receipt.

7.6. Bonus funds are credited or added to the Profile within one business day from the moment all conditions specified in Clause 7.3 of the Agreement are satisfied. Information on the Profile balance is available to the User in the Game in real time.

7.7. The Subscription (or Premium) is activated on the Game Server selected by the User at the time of purchase for a period of 30 (thirty) calendar days from the moment all conditions specified

in Clause 7.3 of the Agreement are satisfied. The price of the Subscription (or Premium) is displayed in the Game before payment. The Subscription (or Premium) is not automatically renewed and no automatic charges are made. Upon expiry of the paid period, the Subscription (or Premium) is disabled; to use the Subscription (or Premium) for a new period, the User must pay for the relevant Service again.

7.8. Refund Rules

7.8.1. Refunds of funds transferred by the User in payment for Services may be made in respect of the following Services:

7.8.1.1. Purchase of in-game currency in the form of bonuses;

7.8.1.2. Funding of the Profile in an available currency.

7.8.2. Funds paid for a Subscription (or Premium) are non-refundable if the User discontinues its use before the end of the paid period.

7.8.3. Funds paid for the purchase of in-game currency in the form of bonuses as a gift to another User are non-refundable, of which the User is notified when paying for such Service.

7.8.4. Refunds in respect of the Services specified in Clauses 7.8.1.1 and 7.8.1.2 of the Agreement may be made no later than 14 days from the date of payment for the Service, provided that the User who made the payment rejects the in-game assets without having spent them. If the in-game assets (or in-game currency) have been spent in whole or in part, no refund may be made.

7.8.5. Upon a refund request, funds shall be refunded exclusively to the same bank card from which payment was made and by the same method by which payment was made.

7.8.6. A refund shall be made on the basis of a written request addressed to BLACKCORE GAMES from the User's email address specified in the receipt or linked to the Game Account of the User who made the payment, sent to support@matreshka.gg, or through the functionality available within the User's Game Account. The written request shall be equivalent to the purchaser's refund application. In response to the written request, BLACKCORE GAMES may request information required to process the refund, including, without limitation: a scanned copy of the payment receipt or a link to it; the User's nickname in the Game; information about the Game Server in relation to which the payment was made; the date and amount of the payment.

If the request is sent from another email address (different from the address specified in the receipt or not linked to the Game Account of the User who made the payment), BLACKCORE GAMES may refuse to process the request until it is received from the email address specified in the receipt or linked to the Game Account of the User who made the payment.

7.8.7. The refund shall be processed within 10 (ten) days from the date BLACKCORE GAMES receives the information and documents required for the refund in accordance with Clause 7.8.6 of the Agreement.

7.8.8. For the avoidance of doubt: where the User refuses Services of proper quality, BLACKCORE GAMES shall not reimburse any banking expenses (including commissions) incurred by the User when paying for the Services.

7.8.9. Mandatory Local Consumer Protection Laws. If mandatory provisions of law applicable to the User in the User's country of residence grant the User rights to a refund, withdrawal, cancellation or other rights exceeding those provided for in this Clause 7.8 (including, in particular, mandatory consumer protection rights, statutory rights of withdrawal from digital content or rights under any directly applicable cross-border consumer protection regime), such mandatory provisions shall apply to the extent that they may not be contractually waived, and the corresponding rights of the User shall prevail over the terms of this Clause 7.8 to the relevant extent.

7.9. For the purpose of promoting the Game, BLACKCORE GAMES may independently or with the participation of third parties create special offers for Users, organize and conduct marketing activities, distribute promo codes, establish trial periods and make other offers, including providing discounts on Services or providing Services free of charge.

7.10. The User may not transfer rights in relation to Services, including rights to in-game currency, to third parties for any purpose (including commercial or non-commercial purposes), including by transferring a Game Account, exchange, gift, entering into any agreement or by any other means.

7.10.1. A Subscription (or Premium) purchased for a specific Game Server may not be transferred or re-registered to another Game Server, including another Game Server available within the same Game Account.

7.11. If the User's actions raise concerns of governmental authorities, a bank, payment systems or the administration of BLACKCORE GAMES, the User undertakes to provide all requested documents within 1 (one) calendar day. If the User fails to provide the relevant documents, BLACKCORE GAMES may suspend/terminate provision of the Services and block the relevant Game Account of the User.

8. MOBILE APPLICATION LICENSE

8.1. License to Use

8.1.1. If the User accesses the Game and Services through the Client Part of the Game (hereinafter referred to as the "Application"), the Company grants the User a revocable, non-exclusive, non-transferable, limited right to install and use the Application on Mobile Devices owned or controlled by the User, as well as to access and use the Application on such devices strictly in accordance with the terms of this Agreement.

8.1.2. The User is prohibited from:

(a) except where permitted by mandatory applicable law, decompiling, reverse engineering, disassembling, attempting to derive the source code of or decrypting the Application;

- (b) making any modifications, adaptations, improvements, enhancements or translations of, or creating derivative works based on, the Application;
- (c) violating any applicable laws, rules or regulations in connection with access to or use of the Application;
- (d) removing, altering or obscuring any proprietary notices (including copyright or trademark notices) placed by the Company or its licensors in or on the Application;
- (e) using the Application for any revenue-generating activity, commercial enterprise or other purpose for which it is not intended;
- (f) making the Application available through a network or other environment permitting simultaneous access or use by multiple devices or users;
- (g) using the Application to create any product, service or software that directly or indirectly competes with or in any way substitutes for the Application;
- (h) using the Application to send automated queries to any website or send unsolicited commercial email; or
- (i) using any confidential information, interfaces of the Company or other intellectual property in the design, development, manufacture, licensing or distribution of any applications, accessories or devices for use with the Application.

8.2. Apple and Android Devices

The following terms apply when the User obtains the Application from the Apple App Store or Google Play (each an “Application Distributor”) to access the Game and Services:

8.2.1. the license granted to the User in respect of the Application is limited to a non-transferable license to use the Application on a device using the Apple iOS or Android operating system, as applicable, and in accordance with the usage rules set out in the terms of service of the applicable Application Distributor;

8.2.2. the Company is responsible for providing maintenance and support services in respect of the Application as provided for in this Agreement or otherwise required by applicable law, and the User acknowledges that no Application Distributor has any obligation to provide maintenance or support services for the Application;

8.2.3. in the event of any failure of the Application to conform to an applicable warranty, the User may notify the applicable Application Distributor, and the Application Distributor, in accordance with its terms and policies, may refund the purchase price (if any) paid for the Application; to the maximum extent permitted by applicable law, the Application Distributor shall have no other warranty obligations with respect to the Application;

8.2.4. the User represents and warrants that (i) the User is not located in a country subject to a U.S. Government embargo or designated by the U.S. Government as a country “supporting

terrorism”, and (ii) the User is not listed on any U.S. Government list of prohibited or restricted parties;

8.2.5. the User must comply with applicable third-party agreement terms when using the Application;

8.2.6. the User acknowledges and agrees that the Application Distributors are third-party beneficiaries of the terms of this Section 8 and that each Application Distributor shall have the right (and shall be deemed to have accepted the right) to enforce such terms against the User as a third-party beneficiary.

9. PRIVACY

9.1. The Company processes Users’ personal data in accordance with a separate document — the Privacy Policy available in the Client Part of the Game. The Privacy Policy describes the categories of personal data collected by the Company, the purposes and legal bases of processing, persons to whom data may be disclosed, data subject rights and other matters relating to the processing of personal data.

9.2. The Privacy Policy does not form part of this Agreement and is governed by its own terms. By using the Game and Services, the User confirms that the User has reviewed the Privacy Policy and that the processing of personal data under the terms set out therein is acceptable to the User.

9.3. For all matters relating to the processing of personal data, the User shall be guided by the Privacy Policy and shall submit any relevant requests to the address specified in the Privacy Policy.

10. ELECTRONIC COMMUNICATIONS, TRANSACTIONS AND SIGNATURES

10.1. Use of the Game and Services, sending emails to the Company and completing in-game forms constitute electronic communications. The User consents to receiving electronic communications and agrees that all agreements, notices, disclosures and other communications provided by the Company to the User electronically — by email, in-game messages or otherwise in or through the Game — satisfy any legal requirement that such communications be in writing.

10.2. The User hereby agrees to the use of electronic signatures, agreements, orders and other records, as well as electronic delivery of notices, policies and records of transactions initiated or completed by the Company or through the Game and Services. To the extent permitted by applicable law, the User waives any rights or requirements under any laws, regulations, rules, ordinances or other regulatory acts of any jurisdiction requiring an original signature or delivery or retention of non-electronic records, or payments or extension of credit by any means other than electronic means.

11. FINAL PROVISIONS

11.1. Invalidity of one or more provisions of the Agreement, including invalidity established in the prescribed manner by a court judgment that has entered into force, shall not result in invalidity of the Agreement as a whole. If one or more provisions of the Agreement are duly declared invalid, the Parties undertake to perform their obligations under the Agreement in a manner as close as possible to that contemplated by the Parties when entering into and/or mutually amending the Agreement.

11.2. This Agreement may be amended by BLACKCORE GAMES without prior notice to Users. Any amendments to the Agreement made unilaterally by BLACKCORE GAMES enter into force on the day following the day on which such amendments are published on the Website. The User undertakes to independently check the Agreement for amendments. Failure by the User to review the Agreement and/or an amended version of the Agreement shall not constitute grounds for the User's failure to perform obligations or comply with restrictions established by the Agreement.

11.3. If the laws of the country where the User is located prohibit the User from using the Game or impose other legal restrictions, including age restrictions on access to the Game and/or Services, the User may not use the Game or Services. The User is independently responsible for using the Game and Services within the territory of the User's country in compliance with local laws.

11.4. Governing Law

This Agreement shall be governed by and construed in accordance with the applicable laws of the United Arab Emirates. All matters not expressly regulated by this Agreement shall be governed by the applicable laws of the United Arab Emirates.

11.5. Dispute Resolution

Pre-Trial Procedure. All disputes, controversies or claims arising out of or in connection with this Agreement (each a "Dispute") shall first be resolved through correspondence and negotiations between the Parties (pre-trial procedure). The pre-trial procedure shall be deemed initiated when one Party sends the other Party written notice setting out the substance of the Dispute. The Party receiving such notice shall provide a substantive response within thirty (30) calendar days from receipt.

Exclusive Jurisdiction. If a Dispute is not resolved through the pre-trial procedure, the Company and the User irrevocably agree that the courts of the United Arab Emirates shall have exclusive jurisdiction to resolve any Dispute arising out of or in connection with this Agreement, and the Parties hereby submit to the personal jurisdiction of such courts.

Mandatory Consumer Protection. Nothing in this Clause 11.5 shall deprive the User of protection granted by mandatory provisions of law applicable in the User's country of residence from which the Parties may not contractually derogate.

11.6. Communications

All claims, complaints and correspondence concerning the Game or Services shall be sent to support@matreshka.gg. Responses of the Company shall be deemed duly provided when an email is sent to the address from which the relevant correspondence was received.

11.7. Entire Agreement; Assignment; Force Majeure

This Agreement and any policies or operating rules published by the Company in the Game, on the Website or in relation to the Services constitute the entire agreement and understanding between the User and the Company. Failure by the Company to exercise or enforce any right or provision of this Agreement shall not constitute a waiver of such right or provision. The Company may at any time assign any or all of its rights and obligations under this Agreement to other persons. The Company shall not be liable for any loss, damage, delay or failure to act caused by circumstances beyond the reasonable control of the Company. No joint venture, partnership, employment or agency relationship between the User and the Company is created by this Agreement or by use of the Game and/or Services.

11.8. Term and Termination

This Agreement shall remain in full force and effect for the entire period during which the User uses the Game and/or Services. Without limiting any other provision of this Agreement, the Company reserves the right, at its sole discretion and without notice or liability, to deny access to and use of the Game and/or Services (including by blocking certain IP addresses) to any person for breach of any representation, warranty or obligation contained in this Agreement or any applicable law or regulation. The Company may terminate the User's use of the Game and/or Services or delete the Game Account and any content or information posted by the User in accordance with the procedures set out in Clause 4.1.12.

12. COMPANY DETAILS

BLACKCORE GAMES - FZCO

DDP, Building A1

Dubai, Dubai Silicon Oasis

United Arab Emirates

support@matreshka.gg