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Appealing a Mute, Suspension, or Ban.

Saphirez - 2020-06-10 - 0 Comments - in Customer Support

If one of your accounts has been muted, suspended, or closed due to a violation, you can appeal the penalty by submitting an ban appeal.

Before you submit an appeal, review the following:

The account holder is responsible for the account's behavior. We apply penalties no matter who was playing at the time. Extenuating individual circumstances will not lead to the removal of a penalty.

Repeated or abusive appeals won't help your case. Appeals sent after a final review may be ignored.

If you believe your account was compromised, contact customer support [HERE](#)

If your account is suspended or banned from the forums, refer to one of the forum moderators found [HERE](#)

If you would like to submit an appeal, please click [HERE](#)