

HEROES OF NEWERTH

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Store/Refund FAQ

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

We do not refund any items purchased from the store. Exceptions to this can be bugged items and/or items that are not working as intentional.

Gold purchase refunds have to be done via customer support found [HERE](#)

To be eligible for a refund you need to make sure the full gold amount is available on the account and that you request a refund within the first 14 days of the purchase. Partial refunds will not be processed.