

Thank you very much for your patronage of “Elemental Story World”.

This notice is to inform you of the refund of “PU Coins” (paid portion) in accordance with the provisions of Article 20, Paragraph 1 of the Act on the Settlement of Funds.

Trade name of the issuer of the prepaid means of payment to be refunded

Company name CROOZ Blockchain Lab K.K.
Location 3-14, Ebisu 4-chome, Shibuya-ku, Tokyo

Type of prepaid means of payment to be refunded

PU coins that have not been used by 14:00(JST), January 31, 2025 (Friday) (paid portion)

Refund request period

From 14:00(JST), Friday, January 31, 2025 to 14:00(JST), Wednesday, April 2, 2025

If no request is made by the above period, you will be disqualified from the procedure.

Refund Method

Refunds will be made by wire transfer to the bank account entered by the customer in the application form.

We will bear the bank transfer fee.

How to apply

During the above refund request period, please access the designated form displayed after launching the “Elemental Story World” application, or access the “Elemental Story World” website at <https://elementalstory-world.com/> and fill out the designated form displayed. Please access the prescribed form displayed on the “Elemental Story World” application, or access the “Elemental Story World” website, fill in the required information, and submit your request.

<Necessary Information

User ID

Game capture screen

Paid PU coins (number of coins you have)

Game capture screen showing the number of paid PU coins

Contact e-mail address

Name of your bank in Japan

Branch name

Branch number

Account type
Account number (7 digits)
Account Name (Kanji)
Account name (Kana)
Applicant's Name

Notes

Please make sure to make a note of the information entered in the refund request form and keep it in a safe place by yourself.

We will not disclose the information you have entered or the in-game information of the relevant game account.

We will not be able to provide refunds in the case of fraudulent, false, or incomplete claims. Only accounts in Japan can be used (overseas remittances are not supported).

In order to prevent fraudulent applications or applications impersonating a third party, we may ask you to submit documents that verify your identity or payment information.

Refunds will not be made to accounts other than the one in the applicant's name.

If there is an error in the required information, there is a possibility that the refund will not be made to the customer.

If the e-mail address entered is incomplete, there is a possibility that you will not receive any correspondence from us.

Refunds will only be sent to the bank account in Japan that you have entered on the refund request form.

Please read our privacy policy

(https://elementalstory-world.com/wp-content/themes/elest-world/assets/file/ELEMENTAL_STORY_WORLD_Privacy.pdf) and will only be used for refund purposes.

For inquiries regarding this matter, please contact
eswapp_repayment_cs@croozbl.co.jp

January 31, 2025

3-14, Ebisu 4-chome, Shibuya-ku, Tokyo, Japan

CROOZ Blockchain Lab, Inc.

Representative Director Shoichi Furuse

Please see the Official Gazette for the public notice statement