

# Boosteria Terms of Service

## Introduction

These Terms and Conditions govern the use of the website and services provided under the name Boosteria, available at <https://boosteria.org>. The service is officially registered in Georgia under the name Individual Entrepreneur Saba Kaphianidze, registration number 62007015656, address: Georgia, Rustavi, XVII m/d, building 8.

By accessing or using our services, you confirm that you have read, understood, and agreed to these Terms. If you do not agree with any part of these Terms, you may not use our website or services.

## 1.1. Acceptance of Terms

1.1.1. Before using our services, please carefully read and ensure that you fully understand these Terms and Conditions. By placing an order on Boosteria.org, you confirm that you accept and agree to all provisions of this document.

1.1.2. If you do not agree with these Terms, you must refrain from using our services. If you have any concerns, please contact us via the Contact page before proceeding.

1.1.3. The Boosteria service is provided exclusively through <https://boosteria.org>.

1.1.4. All content and services are provided on an “as-is” basis, without warranties of any kind, whether expressed or implied, including (but not limited to) warranties of merchantability or suitability for a particular purpose. Boosteria provides services only; no tangible goods or ownership rights are transferred. Customers acknowledge that all intellectual property remains with the original rights holders.

1.1.5. Boosteria reserves the right to modify or update these Terms and Conditions at any time, with or without prior notice. It is the responsibility of the customer to review the Terms regularly. Continued use of our services constitutes acceptance of any updates.

## 2. Nature of Services

Boosteria provides digital gaming-related services focused on skill development and gameplay support. These services include but are not limited to:

- Coaching & mentoring — professional guidance and educational support to improve gameplay.
- Duo Queue services — playing alongside customers to provide live assistance and

strategy recommendations.

- Rank progression support — structured assistance to help users achieve desired in-game goals.

All services are advisory, educational, and gameplay-support oriented. Boosteria does not sell or transfer ownership of game accounts, in-game items, or intellectual property.

### **3. Purchases and Order Completion**

#### 3.1 Purchases

3.1.1. To purchase any service provided by Boosteria (“Purchase”), you may be required to provide certain information such as your payment details (credit card number, expiration date), billing address, or other relevant information.

3.1.2. By providing this information, you confirm that (i) you are legally entitled to use the selected payment method, and (ii) all details you provide are accurate and complete.

3.1.3. You authorize us to share this information with trusted third parties only as necessary to process and complete your Purchase.

3.1.4. We reserve the right to refuse or cancel any order at our sole discretion, including but not limited to cases of service unavailability, errors in pricing or descriptions, or suspected misuse.

3.1.5. We further reserve the right to refuse or cancel any order if fraud, unauthorized use, or illegal activity is suspected.

#### 3.2 Order Completion

3.2.1. For progression or duo services, an order is considered complete once the customer’s account reaches the agreed target level or rank. Proof of completion may include a screenshot from the service platform clearly showing the account identifier and the achieved target.

3.2.2. For win-based or placement services, an order is considered complete once the agreed number of victories or placements has been reached. Proof of completion may include a screenshot from the service platform showing the account identifier and the results.

3.2.3. For leveling, badge, or achievement services, an order is considered complete once the specified account reaches the agreed milestone (e.g., level, badge, or in-game

achievement). Proof of completion may include a screenshot or other verifiable record from the service platform showing the account identifier and the achieved milestone.

#### **4. Refund Policy**

At Boosteria, we prioritize transparency and fairness in our refund process, recognizing the digital and personalized nature of our gaming support services. As non-tangible offerings, our services are designed to deliver value immediately upon commencement, but we strive to accommodate reasonable requests where possible.

4.1.1. If your order has not yet begun, you are entitled to a full refund (100%)—simply reach out to us, and we'll handle it promptly.

4.1.2. For orders that have started but are not yet complete, we offer partial refunds based on the remaining progress, ensuring a fair assessment tailored to your specific situation.

4.1.3. Once an order is fully completed and the service delivered, it is non-returnable, with no refunds available, to reflect the irrevocable nature of digital gameplay assistance.

4.1.4. All approved refunds are processed swiftly within 1–3 business days and returned through your original payment method for seamless convenience.

4.1.5. Our displayed prices always incorporate any applicable taxes, providing complete clarity and no hidden surprises for our valued customers.

#### **5. Customer Duties and Rights**

##### **5.1 Customer Duties**

5.1.1. By using Boosteria's services, you agree to provide accurate and complete information when placing an order.

5.1.2. You confirm that the purchased service corresponds to your actual account status.

5.1.3. Customers acknowledge that refund requests and disputes are subject to our Refund Policy. Once a service has been fully or partially delivered, refunds or chargebacks may only be pursued in accordance with that policy.

5.1.4. Customers acknowledge that if they play ranked matches, change account progress, or otherwise interfere with the service, the order outcome may be affected. In such cases, the service may be considered fulfilled based on the progress achieved, in line with our Terms and Refund Policy.

5.1.5. Customers acknowledge that any activity on their account outside the agreed service scope (such as independent logins or interruptions) may influence the outcome of the

service. Boosteria cannot guarantee results in such cases, but will always make reasonable efforts to complete the order as described.

## 5.2 Customer Rights

5.2.1. Customers have the right to request updates, spectate matches, and communicate with the service provider assigned to their order through official Boosteria channels.

5.2.2. Customers may request a preferred language for Duo Queue or Coaching services, subject to availability.

5.2.3. Customers are entitled to receive the agreed service as described at the time of purchase, provided they meet the eligibility requirements set forth in these Terms.

## **6. Service Providers (High-Skilled Players and Coaches) – Duties, Rights, and Administrative Penalties**

### 6.1 Duties of Service Providers

6.1.1. To qualify for providing services on the Boosteria platform, Service Providers must demonstrate a high level of in-game skill (e.g., competitive achievements, top divisions, or equivalent qualifications relevant to the game).

6.1.2. Service Providers' accounts must remain in good standing with the respective game publisher (e.g., free of active account limitations, with adequate credibility or reputation indicators where applicable).

6.1.3. Service Providers must ensure safe and professional conduct when handling customer accounts. Any unsafe behavior or misuse may result in penalties or suspension from the Boosteria platform.

6.1.4. The use of unauthorized third-party software, scripts, or tools that could compromise a customer's account is strictly prohibited.

6.1.5. Service Providers must begin working on an order within the timeframe specified in the order details and complete it according to the agreed schedule.

6.1.6. Reasonable and consistent progress is expected throughout the duration of the order.

6.1.7. Service Providers must maintain polite communication with customers at all times, regardless of circumstances.

6.1.8. To confirm completion of an order, Service Providers must provide proof (e.g., screenshot of a final match lobby, account progress evidence, or equivalent

documentation).

6.1.9. Service Providers must remain available on the Boosteria platform during the time they are actively working on a customer's account.

6.1.10. Within one month of joining the platform, Service Providers must upload at least two portfolio screenshots and set a profile avatar on their Boosteria account.

## 6.2 Administrative Penalties

6.2.1. Violations of Service Provider duties may result in corrective actions. Depending on the severity, these may include reinstatement to a trial period, temporary suspension, financial penalties (in amounts determined by the administration), or permanent termination of the Boosteria account.

6.2.2. Examples of violations include, but are not limited to:

- Use of unauthorized software or scripts (e.g., hacks, bots, macros, automation tools) that put a customer's account at risk.
- Delaying the start of an order intentionally (e.g., reserving or "holding" an order without beginning work within the required timeframe).
- Unprofessional or rude communication toward customers or other Service Providers, whether in-game or through platform channels.
- Failure to make reasonable progress on an active order, such as ignoring deadlines or playing significantly fewer games than expected.
- Causing account restrictions or penalties on a customer's account due to misconduct, negligence, or inappropriate behavior.

6.2.3. A more detailed list of violations, along with the corresponding corrective measures and penalty scales, is available to Service Providers in their personal account dashboard.

## 6.3 Rights of Service Providers

6.3.1. Service Providers have the right to claim available orders, except where limited by trial status or other administrative restrictions.

6.3.2. Service Providers have the right to withdraw from an order by submitting a request to Boosteria administration.

6.3.3. Service Providers have the right to contact Boosteria support through official communication channels in case of issues during order completion.

## **7. Accounts**

7.1.1. When creating an account, you agree to provide accurate and up-to-date information. Providing false or incomplete details may limit or restrict your access to the Service.

7.1.2. You are responsible for keeping your login credentials secure and for all actions taken under your account.

7.1.3. You agree not to share your password with third parties. Please notify us promptly if you suspect any unauthorized use of your account.

7.1.4. Usernames must not infringe on the rights of others, misrepresent your identity, or contain offensive or unlawful content.

## **8. Account Termination**

8.1.1. We reserve the right to restrict, suspend, or terminate access to your account if these Terms are violated or if misuse of the Service is detected.

8.1.2. Upon termination, access to the Service will end. If you wish to close your account, you may do so at any time by discontinuing use of the Service or contacting support.

## **9. Intellectual Property & Supported Games**

### **9.1. Scope of Services**

Boosteria provides gameplay support, rank progression, coaching, and related assistance across a wide range of games, including but not limited to:

- League of Legends
- Teamfight Tactics
- Legends of Runeterra
- Valorant
- Dota 2
- Counter-Strike 2

- Overwatch 2
- Rocket League
- Apex Legends
- Call of Duty: Black Ops 6
- Call of Duty: Mobile
- Mobile Legends: Bang Bang
- Honor of Kings
- League of Legends: Wild Rift
- Hearthstone
- Hearthstone Battlegrounds
- World of Warcraft
- Diablo IV
- PUBG: Battlegrounds
- Deadlock
- Marvel Rivals

You are responsible for selecting the correct game and service when placing an order. Boosteria is not liable for incorrect or mismatched selections.

## 9.2. Legal Disclaimer

Boosteria is an independent service provider and is not affiliated with, sponsored, or endorsed by any of the companies that own or publish the games listed above, including but not limited to Riot Games, Valve Corporation, Activision Blizzard, Electronic Arts, Epic Games, Krafton, Tencent, NetEase Games, Moonton, and their affiliates. All game titles, logos, and intellectual property rights belong to their respective owners. Boosteria exclusively provides coaching, gameplay assistance, and rank progression support.

## 10. Liability Limitations and Disclaimers

At Boosteria, we are committed to providing stable and secure website operations to ensure a positive experience for our users.

We kindly ask that users engage with the website in line with applicable laws and these

Terms to help us maintain a safe and reliable service for everyone.

Unless otherwise specified in these Terms, Boosteria's liability for any damages arising from non-performance or improper performance of our services is limited to cases where we are at fault. The user would need to provide evidence in such situations. Our liability focuses on direct damages only and does not include lost profits or other indirect or consequential damages.

To the extent allowed by law (including protections for consumers), Boosteria may not be held responsible for damages or issues resulting from:

- Situations where the user does not meet the necessary technical requirements for accessing the website.
- Temporary or ongoing unavailability of the website due to circumstances outside our reasonable control.
- Unforeseeable events like natural disasters or interruptions from third-party providers (such as telecommunications, hosting, banking, or payment services).
- Any misuse of the website or services by users or others.

Security events or harmful activities from external sources (for more on how we handle data security, please see our Privacy Policy at <https://boosteria.org/privacy-policy-boosteria.pdf>).

From time to time, we may need to implement brief technical adjustments to keep the website stable and secure. We appreciate users' understanding that we cannot be responsible for any impacts from these routine maintenance activities.

Boosteria reserves the right to pause or end any agreement promptly if it appears to conflict with laws, ethical guidelines, or our commitment to a positive reputation, always aiming to act fairly and transparently.

## **11. Contact Us**

If you have any questions regarding these Terms, please contact us at [support@boosteria.zendesk.com](mailto:support@boosteria.zendesk.com).

- Support response time: within 24 hours
- Working hours: Monday – Sunday, 10:00 – 18:00 (GMT+4)

## **12. Data Processing**

By accepting these Terms of Use, you consent to the processing of your personal data provided through the Website by the Service Provider. Data is processed for purposes including Website functionality, agreement execution, settlements, accounting, and communication. The Service Provider is the data controller of personal information submitted through the Website.

## **13. Privacy Policy (Summary)**

While using our Service, you may be asked to provide personally identifiable information (such as your name and email address). We may also collect technical data (IP, browser type, visited pages, timestamps) and use cookies for functionality and analytics. Third-party providers (e.g., Google Analytics, payment processors) may process data on our behalf under strict confidentiality. We may contact you with service updates or promotional materials, which you can opt out of at any time. Personal data may be transferred internationally in compliance with data protection laws. We do not knowingly collect information from children under 13. If such data is provided, we will promptly delete it upon becoming aware. For detailed information about how your data is collected, used, and protected, please refer to our Privacy Policy at <https://boosteria.org/privacy-policy-boosteria.pdf>.

If you have questions about our Privacy Policy, please contact us at [support@boosteria.zendesk.com](mailto:support@boosteria.zendesk.com).

## **14. Compliance & Customer Trust**

Boosteria is committed to transparency, consumer protection, and compliance with applicable laws.

Our services are strictly limited to coaching, gameplay assistance, and mentoring.

We operate under Georgian jurisdiction and ensure that all customer data, payments, and services are handled securely and responsibly.

## **15. Governing Law**

These Terms are governed by the laws of Georgia, without regard to conflict of law principles. Any disputes shall be resolved in the courts of Georgia.

This isn't required but clarifies jurisdiction, which can help in international verifications.