Parents Guide

UL.Game Parents Guide:

Welcome Parents!

You probably have questions about keeping You, or Your child safe while playing our Game and Using Our Website and App. We are here to make sure that You get the information and support You need.

It is very important for us to make sure that You and Your child enjoy the Game in a safe and controlled environment, and to allow You to be in total control of Your and Your child's experience with our Game.

Please be assured that We respect our Users and dedicate a lot of thought and effort into making the most enjoyable games for them. It is our goal to provide excellent game quality and experience for our Users. If You or Your child encounter any problems while playing our Game and or Using the Website or the App, We will be more than happy to assist You to quickly find out how to fix the problem, and to contact the right person or company for Your issue, whether it is related to payments or the Game itself.

We gathered some relevant questions You may have with respect to Our Game, Website or App:

1. How can I or my child access the Game?

Our Game is called **"UL"** and it is available for free worldwide on iOS or Android phones and tablets. In order to start playing the Game, You should download the Game's application called "**UL**" to Your device via the "Play Store" (Android) or the "Apple App Store" (Apple).

2. Is there an age limit for the Game?

Users of Our Game must be at least 16 years of age. Although the content of the Game may be suitable for younger audiences, there are several legal reasons We apply a minimum age of 16. Some of these reasons are related to purchases, privacy and the fact that our Game may allow communication by chat box or the Forum included in our Website.

You can find published age recommendations on both "Google Play" and "Apple's App Store". However, please note that these age classifications are made by third parties which are not necessarily in line with Our Terms of Use. For more information regarding age categories and limits, please visit Apple's and Google's support websites.

3. What is a Nickname?

A Nickname is basically a user name that Our Users are asked to provide when creating an Account and it will be visible during the course of the Game to other Users as well.

We recommend that Our Users choose a Nickname not directly identifiable to their real life, in order to increase their security and privacy.

Our Users are allowed to change their Nickname only once, from inside the Game's settings (by entering the Game, clicking on the "gear-wheel" icon and then clicking on "change name").

4. Are chats available to Users during the Game?

Our Game may allow in-game chat box and also a public Forum (available at the Website). Many of our Users enjoy interacting with one another through chat during the Game, or expressing their observations and comments on designated topics, and We work hard to maintain a safe and secure environment for that. Although UL.Game chat currently allows limited text messaging only, it is still worth reminding your Child that once their massage has been shared, it can be copied, re-shared and posted anywhere online. In any case, any Information provided by You or Your child shall be processed by Us in accordance with Our Privacy Policy.

5. Is the Game Free?

Our Game is free to download. However, the Game may also offer optional "in-app purchases", subject to Our Terms of Use. In-app purchases are not mandatory and not required to play the Game, but can be used to enhance certain gameplay elements. In-app purchases vary in price, ranging from US$ 0.99 to US$ 99.99 (not including taxes). In-app purchases are paid for with "real" money and are always clearly labeled as such. They are accessible "in-game", meaning that the options to make a purchase are found within the Game itself.

6. How can I manage and turn-off in-app purchases?

As long as no payment information (e.g. credit card information) is added to your Child's device, no purchases can be made. If you decide to make purchases for You or Your child and add Your payment information to the device, remember to adjust password protection settings, or disable in-app purchases entirely afterward to avoid unauthorized purchases.

You can easily manage the ability to perform in-app purchases, adjust password protection settings, or disable in-app purchases entirely through the mobile device's general settings. The way to do this depends on the type of device. Instructions for "Apple" devices and Instructions for "Android" devices.

7. Who processes in-app purchases?

UL.Game does not process payments for in-app purchases, nor do We have access to credit card and bank information. Payment transactions are processed directly through the "App Store" or "Google Play" (depending on Your device) via the personal email address associated with that account. Transaction receipts are emailed to You by "Apple" or "Google" after each purchase. Sometimes, it might take a few days for You to receive the receipt. These post-purchase processes are subject to changes by "Apple" or "Google". UL.Game does not offer any billing services.

8. What should I do if I made an in-game purchase and didn't receive what I paid for?

Usually transactions are instant. However in rare cases it can take up to 48 hours for transactions to process through "Apple" or "Google" and then make it into the Game. It is also recommended to restart the App by fully closing and re-opening it and/or Your device. Sometimes a fresh connection to the servers can trigger the in-app currency to appear. If it's been 48 hours and You still have not received what You paid for, please contact "Apple" or "Google" directly for more information.

9. Can I get a refund if my child accidentally made an in-app purchase?

As with most downloadable software products, Virtual Items or Merchandise bought in Our Game are non-refundable. In rare cases, exceptions can be applied. In any case, the transaction process is controlled by "Apple" or "Google", and both companies have support teams who handle refund requests. **For Apple (iOS) devices**: Visit Apple support and select the "Contact iTunes store support" link, then "Purchases, billing and redemption" and choose the option that is relevant to You.

For Google (Android) devices: Visit Google support and perform a search, or use the 'Contact us' button on the page to reach a Google customer support representative by Email or by phone.

10. Can I purchase in-game products for the Game from another site?

The only and safest way to make an in-app purchase is to buy it through the Game itself on Your mobile device. Beware of any third party sites that promise You enhancements for our Game. These sites may collect Your Personal Information or money, and often never deliver the promised products. Selling, redeeming or trading virtual in-game currency is otherwise not allowed by Our Terms of Use.

10. What should I do if I suspect fraud?

If You or Your child have never played Our Game, or suspect that there has been fraudulent transaction activity on Your Account, you should immediately contact "Apple" (for iOS devices) or "Google" (for Android devices), who control the transaction process.

For Apple (iOS) devices: Visit Apple support and select the "Contact iTunes store support" link, then "Purchases, billing and redemption" and choose the option that fits you best.

For Google (Android) devices: Visit Google support and perform a search, or use the 'Contact us' button on the page to reach a Google customer support representative by email or by phone.

If you've already contacted "Apple" or "Google" about suspected fraudulent activity and they have referred You to Us, please Contact Us and We will try to help You. Be sure to include specific details like

what happened and when, transaction ID receipts, relevant screenshots, etc.

11. How can I [contact UL.Game](#)?

If You have any more questions, We are at Your service. There are several ways You can contact Us by sending Us an Email at: support@ul.game . In Your email, be sure to include specific details that might be useful, like what happened and when, possible transaction ID receipts, relevant screenshots, etc.

Remember, We are here to help in making Our Game as safe and as enjoyable as possible!