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Rationale for refund:

- 1) Continual failures to address game descriptions to match their in game actions. These incorrect descriptions that do not perform in accordance to specifications have affected my gameplay and the money I spent on those areas of gameplay
- 2) False advertising of the banner drop rates. This was later publicly admitted to being incorrect by the developers, but I do not feel the apology and compensation to be acceptable.
- 3) Continual lag and performance issues on devices that are significantly higher spec than those listed on the official recommended specs page
- 4) PvP arena matchmaking issues that have resulted in loss of ranking points that I have spent money on
- 5) Various other gameplay related issues that have been persistent for over a month and have negatively affected my gameplay experience and reduced or nullified the effectiveness of my in app purchases per specification

Attached are comprehensive list of issues that pertain to the above 5 rationales. They have been collected from various sources online. See "21-Bug Guide Nikke Goddess of Victory.pdf", "22-Current Known Bugs in the Game.pdf", and "23-Game issues that turned NIKKE's launch into a disaster gachagaming.pdf". While some of these issues have been fixed since I submitted my refund request, the majority of them have not. Every in-game purchase comes with gem currency, and gem currency is used for both in-game actions as well as rolling on in-game units, both of which were affected by multiple issues described in the attached documents. As a result, these issues are applicable to every one of my in-app purchases.