



FREQUENTLY ASKED QUESTIONS

Why did I get an account instead of a key?

You received account details instead of a key because this is the product offered in your original purchase. This method ensures access to content without needing a separate activation key. Please review the product title and description on the platform where you made the purchase for detailed clarification about what was included in your order.

How does the service work?

Our process is straightforward and designed for your convenience:

1. Visit digidox-store.live.
2. Enter your the code provided to you at the time of purchase
3. Submit your request, and our team will begin processing your order promptly.
4. After a maximum of 24 hours your account will be available under the link you were redirected to at the time of redeeming your code.

Once submitted, you can track the status of your request, and our support team is available to assist if needed.

How do I know that you won't take the account back?

At DIGIDOX, we adhere to strict policies to protect our customers. Our platform and partner sites strictly prohibit any action that compromises the ownership of an account after purchase. Additionally, purchases made through Kinguin are protected by their secure system and a comprehensive money-back guarantee. This ensures your purchase is protected against fraud or misuse.

Can I refund or return the account after using it?

Unfortunately, we do not allow refunds or returns once an account has been used. This policy is in place to ensure the security of your account and safeguard future users. Allowing returns could introduce risks, such as the account being compromised or

misused. For these reasons, such accounts are prohibited on our platforms.

Can I change the account login?

Yes, you can update all security details associated with the account, including login credentials, password, and recovery information. We provide detailed guides specific to each product category to help you through this process. Changing these details ensures the account remains secure and accessible only to you.

What should I do if I have an issue with the account?

If you encounter any issues with your account, please contact our support team immediately. We are here to assist with any concerns and resolve them as quickly as possible. For added protection, Kinguin's platform ensures that your purchase is safe.

Can I share the account with others?

Sharing the account with others is strongly discouraged. Doing so can compromise the security of the account and may violate the terms of service. For your protection, it's recommended that you keep all account details confidential and use the account solely for personal purposes.

Are the accounts region-locked?

The accounts are able to be used globally, they have no restrictions when it comes to accessing or playing the game that you have purchased, however you may not be able to make payments with your payment method as the region may be different.

What is the delivery time?

Our team strives to process and deliver orders as quickly as possible. While the maximum delivery time is 24 hours, most accounts are delivered sooner. During periods of high demand or increased order volume, slight delays may occur.

Why do I have to wait for my account to be delivered?

For subscription-based accounts, we cannot hold stock in advance. This is because we want you to enjoy the entire subscription period from the moment of activation. To achieve this, we prepare each account on a per-order basis, ensuring it is tailored to your purchase and starts fresh with the full subscription benefits.