

PARENT'S GUIDE

This document is created in order to make sure you or your children can enjoy playing Miracle Dojo games safely in the meaning of things like age limits, in-app purchases, and privacy. We are here to make sure that you get all the support you need.

Also, if we miss something in this document, you can contact us at: support@miracledojogames.com and we will do our best to help you as soon as possible.

1. We always strive to have the control of your experience with our games, so, before you or your children play our game, we always show you an information about games content. You are always informed when you need to perform an action, and what is the consequence of that action.
2. If you have some problems we want to enable you to quick find a solution or to contact us in order to help you. Also, we are cooperating with some companies like Google or Apple. If you have some problems with purchases or payments we want you to contact the right company we cooperate with.

Age limits

Under our Terms of Service, players of Karate Do game must be at least 13 years of age. There are several reasons why we as the developers decided to restrict a minimum age of 13. That is because of the feature like in app purchases, social features like Facebook connect and some more.

Also, there are some age recommendations at the Google Play Store and App Store. Those recommendations were made by third party and they are not necessarily the same with our recommendations and our Terms of Service.

How we process a personal data

Payments and payment information

Your payment information like credit card information we do not store at all. Those payments are completed through Google Play or Apple's App Store.

Marketing

When you are contacting our support center via email, we have access to your email address, but we won't use that email address to send it to third parties without your approval.

Username

We recommend that our players should choose a username that have not direct connection with players real life in order to increase privacy.

Report an issue

If you or your child find that some of the players do not following our Terms of Service or our Privacy policy, you can report him at: support@miracledoj.com. Feel free to send us email with the information about that violation and with the user's username.

We will take seriously every violation report and do our best to check that as soon as possible.

In-App purchases

As we mentioned above, we don't process payments for in-app purchases, so we don't have access to any payment information you provide.

All the information you provide for payments you provide to Google Play or App Store, and the email you provide is associated with the account on these platforms.

Problems with payments

- What if you made an in-game purchase and you have not received what you paid for?

Our transactions are created to be instant, but sometimes it can take up to 48 hours to process those transactions through Apple or Google.

We recommend you to restart a game and check whether the transaction is processed. If you have further problems you can contact Google or Apple. If you don't have the content you paid for, after 48 hours, feel free to contact us at: support@miracledoj.com providing to us problem explanation and your in game ID. You can find your id in the game settings.

- Accident Purchases

Sometimes you or your children can accidentally make an in-app purchase.

Like most downloadable software products, items bought in our game can not be refunded. Only in rare cases, exceptions can be applied.

- Apple App Store refund - We can not directly refund transactions made from Apple devices. In order to ask for refund, you need to contact Apple support from their website.
- Google Play Store refund - Contact us at: support@miracledoj.com and we will give you further information and instructions you need to follow if we approve your refund.

NOTE***

Never buy any Miracle Dojo's game content from sources that are not our official sources.

- What if you have received bill for a purchase you did not make.

If you received a bill for the transaction you have not made, feel free to contact us or to contact a third party you received a bill from.

If you are using Apple device visit [Apple Support](#) and select the “Contact iTunes store support” link, then “Purchases, billing and redemption” and choose the option that suits you best.

If you are using Android device you should send an email to: support@miracledoji.com. You need to provide us all the information about bill and purchase you have such as transaction ID, billing amount and to send us your game id or your in-game username.

How can you contact Miracle Dojo

There are several ways you can contact Miracle Dojo. As we mentioned above, you can contact us at this email address: support@miracledoji.com.

Parental checklist

In order to be sure about privacy and safety of your children we recommend you to speak with them about certain topics in advance, or after you notice some strange behaviour or when you notice they do not play our game because of fun.

- Check your child’s in-app purchase settings

Get familiar with ways you can turn off in-app purchases on your child’s device.

- Inform your child about the risks of sharing private information online
- Familiarize with the game and all the reporting options and use cases

- Check the account username your child created
- Talk to your children about gaming
- Feel free to report any problem or issue you have.

We are glad that you reading this guide. That means you are helping us and our players to create safe game and safe community.

Thanks in advance,
Miracle Dojo