

PUBLIC FAQs (GENERAL & GAME-SPECIFIC)

Annex A — FIFA / EA FC Storefront Buyer FAQ

A.1 About the Storefront and Roles

A.1.1 What is this storefront and what is it for?

This storefront is an online page where you can place an order for FIFA/EA FC in-game coins and similar digital items. It is designed to make the process simple for the buyer: you choose the game and amount, pay through the available payment methods, and the system routes your order to a verified external seller for delivery. The rules for how orders are created, delivered, disputed and refunded are described in our public documents, including the Terms of Service, Delivery & Fulfilment Policy, and Refund, Dispute & Buyer Protection Policy (see footer).

A.1.2 Are you the seller, or do you forward my order to another platform/seller?

We do not sell in-game valuables from ourselves at all. Our company operates the storefront and the escrow flow, but every actual item is supplied by an independent external Seller (listed in your order and sourced via our connected marketplace channels). We route your paid order to that Seller, hold the funds in escrow under our policies, and release or refund according to the result of delivery. See the Terms of Service and the Delivery & Fulfilment Policy for the exact capacity in which we act.

A.1.3 Who is the “Seller” in my order, and why can it be an outside individual or merchant?

The “Seller” in your order is the party that actually supplies the in-game coins. This can be a registered merchant or an individual professional seller who delivers through our connected channels. They are outside your country or outside our company because we work as an aggregator: we accept your order, but we let a suitable external seller fulfil it. You still stay protected by our published dispute and refund rules, and you communicate about problems through our system, not directly with the seller.

A.1.4 What is the role of SellMMO Group as an Aggregator in this order?

Our role is to:

- provide the storefront and order form;
- pass the order to a seller who can deliver for your platform and game version;
- hold the payment in escrow until delivery is confirmed or the acceptance period expires;
- provide a place for you to open a dispute if something is missing;
- apply our public policies to decide on refunds or partial refunds.
- We coordinate and record the transaction, but we do not enter your FIFA account on our own and we do not act as the game publisher.

A.1.5 Why are my funds held in Escrow for up to 72 hours?

The hold exists to protect both sides. You need time to check that the coins have actually arrived in your FIFA account. The seller needs to know that the money is reserved and will be released if they deliver and you do not report a problem. During this acceptance window (up to 72 hours, or another period stated for a specific product) you can open a dispute from your order page. If no dispute is

opened within that time, the system may confirm the order automatically and release the funds according to the policy.

A.1.6 What is the difference between the Storefront, the external P2P marketplace, and the final Seller?

- Storefront – the page where you place and pay for your order. Operated by our company.
- External P2P marketplace / connected channel – the environment where we look for a supplier that can actually deliver your exact order (platform, region, amount). This part is not always visible to you.
- Final Seller – the person or business that owns the coins and sends them to your FIFA account using the delivery method shown in the order.
- You interact with the storefront; we interact with the marketplace/seller; your payment stays under our rules while the order is being delivered.

A.1.7 Is this storefront officially affiliated with or approved by EA/EA Sports FC/FIFA?

No. This storefront is not operated, sponsored, or endorsed by EA, EA Sports FC, or FIFA. All game names, logos and assets belong to their respective owners. We provide a technical and escrow service that connects buyers with external sellers of in-game valuables. Because the game publisher controls its own anti-fraud and account-safety systems, we always recommend following the delivery instructions in our Delivery & Fulfilment Policy and reporting any problem inside your order during the acceptance period.

A.2 What I Can Buy and What Is Not Allowed

A.2.1 What FIFA/EA FC products can I buy here right now?

This storefront is configured first of all for FIFA / EA FC in-game valuables — typically coins (or the current in-game currency used for trading players/items), delivered through one of the supported delivery methods (player auction, comfort trade, or another method shown on the order form). From time to time there may be game-specific add-ons that are allowed by our public policies, but the core purpose of this storefront is coins/credits for FIFA / EA FC, not general digital goods. The exact available items are the ones you see in the storefront at the moment of purchase.

A.2.2 Do you sell only in-game coins/valuables, or also accounts and other items?

We only facilitate delivery of in-game valuables that are permitted under our policies and can be routed through our escrow flow. We do not sell from ourselves, and we do not use this storefront for trading full game accounts, stolen/compromised items, or other high-risk categories. If an item is not present on the storefront or is marked as not available for your region/platform, it is not offered through this channel.

A.2.3 Are there items you do not allow to be listed here?

Yes. Only items that fit our storefront configuration and can be processed through our escrow, delivery and dispute flow may be listed. Anything that is marked as high-risk, unclear in provenance, not supported for the specific game/platform, or restricted under our Prohibited Items & Restricted Activities Policy will not be offered. Such listings can be removed without notice, and related orders may be cancelled or refunded under the applicable public policies.

A.2.4 Where can I read the list of prohibited or restricted items?

You can read it in the Prohibited Items & Restricted Activities Policy published together with our other public documents (Terms of Service, Delivery & Fulfilment Policy, Refund, Dispute & Buyer Protection Policy, Privacy & Cookie Policy). Always refer to that policy first if you are not sure whether a certain FIFA / EA FC item or delivery scenario is acceptable.

A.3 Placing an Order (FIFA / EA FC)

A.3.1 How do I place an order for FIFA/EA FC coins step by step?

- Open the FIFA / EA FC storefront page.
- Select the product/amount of coins you want.
- Choose your platform (PlayStation, Xbox, PC) if the form asks for it.
- Fill in the delivery details exactly as requested for this game (for example: club name, account/ID, any notes for player auction, preferred delivery method if available).
- Proceed to payment and pay via one of the available payment options.
- After payment your order is created and placed under our escrow flow. It is then routed to an external Seller who can deliver to your platform.
- When the Seller delivers, you will see the order status change and you will have a limited time (acceptance window) to check the coins in your account and, if needed, open a dispute.

All of this is governed by the rules in the Delivery & Fulfilment Policy and the Refund, Dispute & Buyer Protection Policy shown in the footer.

A.3.2 Which platform versions do you support (PlayStation, Xbox, PC)?

The storefront is set up to work with the platforms that are explicitly shown in the order form at the time of purchase — typically PlayStation, Xbox and PC for the current FIFA / EA FC cycle. If a platform is not shown or is marked unavailable, we cannot route the order for that platform. Always choose the exact platform you play on, because the Seller will deliver only to that platform.

A.3.3 What information must I enter correctly so the Seller can deliver to my FIFA account?

You must enter the data that identifies your FIFA / EA FC club/account on the chosen platform and that matches the delivery method. Usually this is:

- the correct platform (PS/Xbox/PC);
- your club or in-game name exactly as it appears;
- any market/listing details required for player-auction delivery (player to list, price, duration, etc.);
- any extra contact/instructions field shown in the form.

If Comfort Trade is used for this product, the form may ask for the access data needed for the Seller to log in and deliver. Incorrect or incomplete data is one of the main reasons for delayed or failed delivery, so the details must match your actual FIFA account.

A.3.4 Can I place an order for another person's FIFA account?

Yes, but only if you can provide the correct delivery details for that account and that person is aware that a third party will deliver coins to it. Our system will still treat the order as yours (the

payer's), and all disputes or refund requests will go through your storefront account under our public policies. If the other person later changes credentials or goes online during delivery, this can interrupt the process and may limit what we can refund.

A.3.5 What happens if I make a mistake in the order details (platform, club name, transfer market status) after payment?

Tell support or open an issue on the order as soon as you notice it. If the order has not yet been delivered or started by the Seller, we may be able to correct the details or re-route it. If the Seller has already delivered to the wrong data you provided, we will review the case under the Refund, Dispute & Buyer Protection Policy: deliveries made exactly to the details entered by the buyer are usually considered completed, and only the undelivered part (if any) can be considered for adjustment or partial refund. The faster you report the mistake, the more options there are to fix it.

A.4 Delivery Methods for FIFA Coins

A.4.1 Which delivery methods do you support for FIFA/EA FC coins?

The storefront supports the delivery methods that are standard for FIFA / EA FC coin trading and that our system can document:

- Player Auction (list a player, seller buys it);
- Comfort Trade (seller logs in and delivers directly);
- in some cases, other in-game transfer options shown on the order form for that season/platform.

The method available to you depends on your platform, on the product you selected, and on what the Seller offers for that order. The active method will always be shown or described in the order.

A.4.2 What is the “Player Auction” method and when is it used?

Player Auction is the method where you list a player from your club on the transfer market for a specific price and duration, and the Seller immediately buys that player, effectively transferring coins to you. You will receive instructions such as which player to list, for how much, and for how long. This method is used when you have access to the transfer market and when the Seller wants to keep delivery inside the game's normal trading flow.

A.4.3 What is the “Comfort Trade” method and when is it used?

Comfort Trade is the method where the Seller delivers coins directly inside your FIFA / EA FC account, using the access data you provide. It is usually chosen for:

- large orders that are difficult to split through player auctions;
- situations where your transfer market is limited;
- cases where the Seller's standard workflow is direct in-account delivery.

The Seller performs the delivery actions inside your account and then marks the order as delivered, and you still have your acceptance window to check the result.

A.4.4 What access data do I have to provide for Comfort Trade?

You must provide exactly the access details that are requested in the order form for that delivery type — typically the account login and any one-time information the Seller must enter to complete the session. If your account uses additional protection, follow the instructions in the order (for

example, how to provide a code or temporarily adjust a security setting). Incomplete or incorrect access data will delay delivery or make it impossible.

A.4.5 Do I have to stay offline while Comfort Trade is in progress?

Yes, you should stay offline in FIFA / EA FC and not log into the same account while the Seller is delivering. If you log in during Comfort Trade, the session may be interrupted, the Seller may be logged out, and the delivery may have to be repeated or split. This can also affect how fast the order can be closed under our delivery rules.

A.4.6 Should I change my password/security details before and after Comfort Trade?

We recommend following basic account-safety steps:

- make sure you control the account before providing access details in the order;
- keep the account available for the Seller during the delivery period shown in your order (do not log in or change credentials while the Seller is working);
- after the Seller has finished and the order is confirmed, update your password or security settings again.

This way your account stays under your exclusive control once delivery is completed.

A.4.7 Which method is safer for my FIFA account — Player Auction or Comfort Trade?

Both methods are supported in our policies and are used on this storefront. Player Auction keeps you in full control of the listing and is often preferred when the buyer already has normal transfer-market access. Comfort Trade is practical for large or complex orders but requires temporary access for the Seller and your cooperation (staying offline, providing correct data). If both methods are available for your order, choose the one that better matches your account situation and the instructions provided in the order.

A.4.8 Can I ask the Seller to use only the Web/Companion App to deliver?

You can request this in the order comments if the form allows notes, but it depends on the Seller's actual delivery setup and on the amount you are buying. Some orders, especially larger ones, may require the standard method indicated in the product description. If the Seller cannot follow an optional instruction, they will deliver using the method defined for that product.

A.4.9 Can I schedule delivery for a specific time when I am online?

You may specify a preferred time window in the order (if the form provides such a field), but delivery is ultimately done when the order is matched and the Seller is ready. We cannot always guarantee exact timing, because we route orders through external Sellers. If you know you will be online only at certain hours, note this as early as possible so the Seller can try to align with it.

A.5 Order Routing, Matching and Timers

A.5.1 What happens to my order after I pay — how is it routed to the external marketplace and matched with a Seller?

After your payment is confirmed (you will see it in Recent Orders), the order goes into our escrow flow. The system then looks for a Seller who can deliver exactly your product and platform. When the Seller is assigned, the order will move to Fulfilment/Started and you will see the delivery method (for example, Comfort Trade) and other order details in the expanded card.

A.5.2 How long does it usually take to match my order with a Seller?

In most cases matching is quick because we work with several Sellers at once. However, the time can increase if you ordered an uncommon platform/amount, or if there is high traffic (for example, around game events) and Sellers are already busy. While the order is still in the routing/matching phase, your payment remains in escrow and the order is not considered completed.

A.5.3 What is the “In-Progress (Delivery)” status?

This status means your order has already been assigned to a Seller and the Seller is performing the delivery in-game using the method for FIFA / EA FC shown for your order (player auction, comfort trade, etc.). At this point you should follow the delivery instructions (for example, stay offline during comfort trade or list the player at the requested price). When the Seller finishes and uploads/records proof, the order will move to the acceptance window.

A.5.4 What should I do if my order stays in “matching” or “pending” for too long?

First, check that your order details are correct (platform, club name, delivery notes). If something is wrong, tell us from the order page so we can correct it before the Seller starts. If the order has correct details but has been waiting unusually long, contact support from that order — we can re-check availability or re-route it. Do not create duplicate orders for the same account while the first one is still pending.

A.5.5 What is auto-confirmation at 72 hours and how does it affect me?

After the Seller delivers and the order moves to the acceptance window, you have up to 72 hours (or another period stated for that product) to check your FIFA account and report a problem. If you do not report anything within that time, the system may auto-confirm the order. Auto-confirmation means the order is treated as successfully delivered and the escrowed funds can be released according to policy. If something is missing, you must open a dispute before the timer ends.

A.5.6 Can auto-confirmation be delayed if I opened a dispute?

Yes. If you open a dispute from the order page within the acceptance window, the auto-confirmation does not close your case. The order remains under review until the dispute is resolved under the Refund, Dispute & Buyer Protection Policy.

A.6 Acceptance Window and Confirmation**A.6.1 What is the “Acceptance Window” and why is it 72 hours?**

The Acceptance Window is the time shown on your order screen (for example, “You have 72 hours to confirm delivery or open a dispute”) after the Seller has uploaded Proof-of-Fulfilment. During this period you, as the buyer, can check your FIFA / EA FC account and decide whether to Confirm or Open Dispute. We use up to 72 hours so that (i) the Seller’s proof stays linked to the order, (ii) the Seller knows when payout can happen, and (iii) you have enough time to log in even if delivery was done in a different time zone. If something is missing or incorrect, you must open a dispute inside this window.

A.6.2 What do I need to check in my FIFA account before confirming delivery?

Log in to the same account/platform that is shown in the order and check:

- that your coins balance matches what you bought (if the delivery was via player auction, remember the in-game tax on the listed player);

- that the delivery method displayed in the order (e.g. Comfort Trade, Player Auction) could actually be carried out;
- that the delivery was made to the right account/platform.

If anything does not match, use Open Dispute on that order while the timer is still running and describe the difference.

A.6.3 What happens if I do not confirm delivery but I also do not open a dispute?

If the countdown ends and you have not pressed Open Dispute, the system may auto-confirm the order under our policies. Auto-confirmation means the order is treated as delivered and the escrowed funds can be released to the Seller, subject to any active compliance or risk holds. After auto-confirmation your options to change the result are limited, so it is important to review the order within the window you see on the screen.

A.6.4 Can I confirm delivery earlier to speed up settlement?

Yes. If you have checked your FIFA / EA FC account and everything is correct, you can click Confirm immediately. The order will then be settled without waiting for the full 72 hours. Do this only after you have verified the coins, because manual confirmation is treated as your acceptance of the delivery.

A.7 Partial Delivery, Wrong Delivery, No Delivery

A.7.1 What if I receive fewer coins than I ordered?

Open a dispute on the order page during the Acceptance Window and indicate that you received less than the ordered amount. Our team will compare your claim with the Seller's delivery proof and the quantity in the order. If it is confirmed that only part of the order was delivered, the delivered part remains valid and the undelivered part may be refunded or re-delivered in line with the Refund, Dispute & Buyer Protection Policy and the Delivery & Fulfilment Policy.

A.7.2 What if the Seller delivered to the wrong account or platform?

Report it immediately from the order page. Tell us which account/platform you specified in the order and where the Seller actually delivered. We will check the order details you submitted at the time of purchase and the Seller's proof. If the Seller delivered to a different account/platform than the one in your order, the Seller can be asked to correct the delivery or the order can be adjusted under our dispute rules. If the Seller followed the exact (but incorrect) data you entered, the case will be assessed as a buyer-input error.

A.7.3 How do you handle partial delivery — can I get a proportional refund?

Yes. If we confirm partial delivery, we normally apply a proportional (pro-rata) approach: the part that was delivered is treated as completed, and the value of the undelivered part can be refunded or requested from the Seller. This mirrors the logic in our public dispute/refund rules: you do not lose what you already received, but you are not charged for what you did not receive.

A.7.4 What proof does the Seller have to provide to show the order was delivered?

The Seller must provide platform-appropriate proof that the coins were transferred as per the order — for example, screenshots of the in-game transaction, proof of bought player at the instructed

price, logs from the delivery step, or other materials the system allows to upload. This proof is what we use to confirm delivery and to decide disputes.

A.7.5 What proof do I have to provide to show the order was not delivered or delivered wrongly?

Provide clear screenshots or screen recordings from your FIFA / EA FC account showing: your current coins balance, the transfer list (if player auction was used), and any message or detail that shows the delivery did not happen to your account/platform. If the issue is “wrong amount,” show the amount received. The more exact your evidence is, the faster we can compare it with the Seller’s proof.

A.7.6 What if the Seller says “delivered” but I do not see the coins in FIFA?

Do not wait for auto-confirmation — open a dispute inside the Acceptance Window and state that you do not see the coins. We will freeze the order in review and compare both sides’ evidence. If the Seller’s proof is incomplete or shows delivery to a different target, the Seller can be asked to re-deliver or the order can be adjusted/refunded according to our public policies.

A.8 Comfort Trade — Special FIFA Questions

A.8.1 Is Comfort Trade safe for my EA account?

Comfort Trade is a supported delivery method in our flow, but it requires temporary access to your FIFA / EA FC account by the Seller. Because the Seller actually logs in to perform the transfer, you must follow the instructions in the order (stay offline, provide correct data, keep security unchanged during delivery). We record the fact that delivery was done through our storefront, and you still have your Acceptance Window to check the result. After delivery is completed and confirmed, you should return full control of the account to yourself (see A.4.6).

A.8.2 Why do some Sellers insist on Comfort Trade for large FIFA coin orders?

For large or complex orders, Comfort Trade is often faster and easier for the Seller than buying many listed players one by one. It also reduces the chance that your listing will be bought by someone else on the market. That is why some Sellers offer Comfort Trade as the standard method for high amounts or for buyers whose transfer market is limited.

A.8.3 Can I refuse Comfort Trade and request Player Auction instead?

You can request it, but it depends on the product and the Seller’s actual delivery setup. Some orders are published specifically as Comfort Trade and must be delivered that way to be fully traceable for disputes. If Player Auction is available for your platform and amount, the order page or support can tell you; otherwise the Seller will deliver using the method defined for that offer.

A.8.4 What if I logged in during Comfort Trade and the delivery failed?

Logins during delivery can interrupt the Seller’s session. Tell us from the order page that you logged in and the delivery stopped. We will review the Seller’s proof and, if needed, the Seller can attempt to finish delivery. If repeated interruptions come from the buyer’s side, this can slow down the order and may limit what can be refunded.

A.8.5 Can Comfort Trade be used if I have 2FA enabled?

Yes, but only if you can provide or approve whatever additional step is required for that session (for example, supply the code promptly or temporarily adjust the setting for the duration of delivery). If 2FA blocks the Seller and no code is provided, the delivery will be delayed until access is possible.

A.8.6 What are the risks if I give wrong or incomplete account data for Comfort Trade?

The Seller will not be able to log in and deliver. The order can stay in “in progress” or “waiting for correct data” status until you provide the right credentials. If the Seller already attempted delivery based on the data you entered, we will review the case under our dispute rules, but the time and attempts spent on wrong data can affect how quickly the order is completed.

A.8.7 What if EA locks or freezes my account right after Comfort Trade?

Report it on the order immediately and describe what you see in your account. We will look at the delivery timing and the Seller’s proof to see whether the order was performed according to the method shown on the storefront. Further handling will follow our published Delivery & Fulfilment and Refund / Dispute & Buyer Protection policies; keeping all communication inside the order is important so we can review it.

A.9 Risks, Publisher Actions and Carve-Outs**A.9.1 Can you guarantee that my FIFA account will not be banned or transfer-locked?**

No. Your FIFA / EA FC account is fully controlled by the game publisher, and only the publisher can decide to apply a ban, lock or other restriction. We can document how the delivery was done, keep proof, and apply our own dispute/refund rules, but we cannot give a guarantee against future actions taken inside the game environment.

A.9.2 Do you compensate me if EA removes coins or issues a ban after delivery?

We review such cases under our published policies. If delivery was completed correctly and confirmed (manually or by auto-confirmation), and the later restriction comes from the game environment, compensation is not automatically granted. Each case is assessed based on timing, delivery method and the materials we have on file. Only situations that fall under the conditions stated in our public policies can qualify for a remedy.

A.9.3 Do you have any time-limited protection (for example, if the publisher acts within 24 hours of the Seller’s authorised access)?

For some delivery scenarios we may apply a narrow, time-bound review — for example, when action in the game happens very shortly after the Seller’s authorised access and all required conditions are met (correct method, correct timing, complete proof in the order). This is not a blanket guarantee: it works only when the case fits the conditions written in our delivery/dispute framework for that product.

A.9.4 What are the main things that increase the risk of a FIFA account action?

Risk increases when:

- delivery instructions are not followed (for example, buyer logs in during Comfort Trade);
- the buyer provides inconsistent or incomplete account data, causing repeated login attempts;
- the buyer tries to combine several off-platform deliveries at the same time;

- the buyer makes unusually large movements on the account right after delivery.

Following the exact method shown in the order helps to keep the delivery predictable and properly recorded.

A.9.5 Why do you ask buyers to follow the exact delivery instructions from the order?

Because the Seller's proof, the timing of the delivery, and our ability to defend or refund the order all rely on the delivery happening exactly as described. If you change the timing, log in during delivery, list a different player, or alter account security in the middle of the process, the delivery record becomes harder to verify. Sticking to the instructions gives us a clean sequence to compare with the Seller's proof if you open a dispute.

A.10 Disputes, Refunds and Chargebacks

A.10.1 How do I open a dispute inside the 72-hour window?

Go to your order page and use the "dispute" / "report a problem" option for that order. Describe what exactly is wrong (no coins, fewer coins, wrong platform/account, delivery interrupted) and, if possible, attach screenshots from your FIFA / EA FC account. Opening the dispute inside the Acceptance Window pauses the normal auto-confirmation flow and puts the order into review under the Refund, Dispute & Buyer Protection Policy.

A.10.2 Under which conditions can I receive a full refund?

A full refund may be issued when we verify that the order was not delivered or cannot be delivered for reasons not caused by the buyer (for example, seller-side failure, unavailability of the product, or an error on our side), and there is no active compliance or sanctions-related block. If the Seller did not provide acceptable proof of delivery, or if the order has to be cancelled under our public policies, we may return the funds to the original payment channel, where this is technically possible.

A.10.3 Under which conditions can I receive a partial (pro-rata) refund?

A partial (pro-rata) refund is used when part of the order was delivered and part was not. The completed part stays valid; the undelivered part can be refunded or re-delivered. This is typical for FIFA orders where the seller managed to transfer only part of the coins within the time window. The calculation follows the value and quantity in the order, as described in the dispute/refund rules.

A.10.4 What happens to the funds while the dispute is being reviewed?

The funds remain in escrow and are not released to the Seller while the order is in dispute status. We compare the Seller's proof with your screenshots and order data, and only after a decision is made do we either release the funds (if delivery is confirmed) or refund them fully/partly (if non-delivery or partial delivery is confirmed).

A.10.5 What if I open a chargeback with my bank while the dispute is still open here?

If you start a chargeback with your bank or payment provider during an active platform dispute, the order will move into a payment-conflict state. At that point timelines and outcomes are influenced by the bank/provider rules, and we may need to submit our delivery proof to them. This can slow down resolution on the storefront side, and duplicate refunds will not be issued.

A.10.6 How long does it take to receive a refund once approved?

After we approve a refund in the system, we submit it back through the same payment channel you used, whenever that is supported. The exact time until the money appears on your side depends on the payment provider and your bank/card issuer; in many cases it is a few business days, but some providers process longer.

A.10.7 Can my refund be delayed because of compliance or sanctions checks?

Yes. If the transaction was flagged for AML, fraud or sanctions screening, or if the payment provider asks us to hold the payout/refund until checks are completed, your refund can be delayed until that process is finished. This is a standard requirement and is described in our public compliance statements.

A.11 Compliance, Holds and Verification**A.11.1 Why was my order placed under “Risk Hold” or “Compliance Freeze”?**

This happens when the order, payment or delivery pattern triggers one of our risk or compliance rules (for example, unusual amount, mismatch in order details, repeated failed deliveries, payment-provider flags). While the order is under hold/freeze, we do not release funds to the Seller and may temporarily pause delivery or refund actions until the check is completed. This protects both the buyer and the platform.

A.11.2 Why do you sometimes request identity or ownership verification?

In certain cases we must confirm that the person who paid, the person who receives the coins, and the payment instrument used all belong to the same legitimate buyer. To do this, we can ask for basic supporting information. This is required by our AML / fraud-prevention framework and by payment partners, and it is applied only when needed for a specific order or pattern.

A.11.3 Are there countries or regions where you cannot accept payments or deliver coins?

Yes. If a country, region, person or payment route is restricted by our payment partners, by sanctions lists or by our own risk policies, we cannot accept the order or we must cancel it. In such cases we will inform you through the order and, where possible, return the funds via the original channel.

A.11.4 Can a high-value order be split or slowed down because of AML/sanctions rules?

Yes. For large or high-risk orders we may process the delivery in parts or extend the review time so that the payment and delivery remain within acceptable AML/sanctions limits. During this period the order stays under escrow, and we continue only when the checks are completed or when the next delivery segment is cleared.

A.12 Pricing, Fees and Large Orders**A.12.1 Why is the price of FIFA coins different per platform (PS/Xbox/PC)?**

Prices for EA FC coins on the market can vary by platform and by offer. Sellers source coins separately for each platform and set their own rates for PlayStation, Xbox or PC, and the storefront simply shows you the rate that applies to the platform you selected. If you switch platform in the order form, the displayed price may also change.

A.12.2 Why can prices change daily?

Prices reflect the current market conditions on the connected channels (promos, weekend demand, SBC releases, supply from sellers). When seller-side prices move, the storefront may update the buyer-side price so that orders can still be routed and fulfilled.

A.12.3 Do I pay any handling/service fees in addition to the coin price?

If there is any platform or service fee, it will be shown to you at checkout before you pay. We do not add hidden fees after payment. In-game taxes (for example, on player auctions) are part of the game mechanics and are not the same as our service fees.

A.12.4 Can I place a very large FIFA coin order (millions) and how will it be delivered?

Yes, but large orders are often delivered in stages and may require a specific method (frequently Comfort Trade) so that the Seller can complete the transfer in a controlled way. The order will still stay under escrow and under the same dispute/acceptance rules.

A.12.5 Can a very large order be split into several smaller transfers for safety?

Yes. For operational or risk reasons a large order can be split into several in-game transfers. This helps the Seller complete delivery and helps us keep clear proof for each part. You should follow the delivery instructions for every segment until the full amount is delivered.

A.13 Account, Data and Support**A.13.1 Do I need an account on the Storefront to buy coins?**

Yes. You need a buyer account so that your orders, delivery proof, disputes and refunds are all tied to one profile. This also lets the system show you the 72-hour countdown and the action buttons (Open Dispute / Confirm) on the order screen.

A.13.2 How do I track the status of my order from creation to settlement?

Sign in and go to Profile → Recent Orders. Use the tabs (All / Fulfilment / Started / Completed / Disputed) to filter. When you expand an order, you will see the status (for example, “Awaiting Buyer Confirmation”), the timer (e.g. “52h 11m”), delivery method (e.g. Comfort Trade), platform, amount and payment info. If a dispute is opened, the order will appear in the Disputed tab and show that it is under review.

A.13.3 Will I receive notifications when the Seller starts delivery or uploads proof?

Yes. When the Seller provides Proof-of-Fulfilment, the order moves to “Awaiting Buyer Confirmation” and you will see it in your orders screen, with the option to Open Dispute or Confirm. Keep your contact details up to date so you do not miss the 72-hour window.

A.13.4 Where can I read your Terms of Service, Delivery & Fulfilment, Refund/Dispute & Buyer Protection, Prohibited Items, and Privacy & Cookie policies?

All public policies are available in the footer of the page, in the “Legal & Compliance Links” and “Cookies & Data Notice” blocks. There you can open:

- TERMS OF SERVICE
- REFUND, DISPUTE & BUYER PROTECTION POLICY
- DELIVERY & FULFILMENT POLICY
- RETURN & WARRANTY POLICY

- PROHIBITED ITEMS & RESTRICTED ACTIVITIES POLICY
- AML & CFT POLICY (STATEMENT VERSION)
- SANCTIONS & FRAUD COMPLIANCE STATEMENT
- PRIVACY & COOKIE POLICY (INCL. EXHIBIT 1 – COOKIE NOTICE)

These documents govern how we process your order, your data and your disputes.

A.13.5 How is my personal data used when I buy coins here?

We use your data to create and display your orders in Recent Orders, to route them to a Seller, to show you delivery and dispute actions, and to meet payment/compliance requirements. Full details are in the Privacy & Cookie Policy linked in the footer.

A.13.6 How can I submit a data subject request (DSAR) or ask to delete my data?

Use the DSAR / privacy contact shown in the footer (“See our [Cookie Notice]” / “Privacy & Cookie Policy”) or the support email, and include your account details and order IDs. We will handle the request according to the privacy policy and the retention we must keep for payments and disputes.

A.13.7 How do I report a Seller who asks me to trade or pay outside the storefront?

Open the relevant order in Recent Orders and contact support from there, or use the support email in the footer. Tell us what the Seller asked you to do. Trades and payments outside the storefront are not covered by our escrow and buyer protection, so we need to review that Seller.

A.13.8 How do I close my Storefront account?

Contact support using the details in the footer and request account closure. If you have active orders, disputes or compliance checks, we will finish those first, and then close the account in line with our data-retention rules.