

Rules & regulations

No matter if you're a seller or a buyer on Lolcashflow, please make sure to read all our rules & regulations to understand how to properly operate during any actions on our website.

1. Sellers are prohibited from listing any product which may violate local laws or regulations, obtained through illegal means such as hacking, fraud and scam.
2. Sellers must create all their listings in the correct corresponding category.
3. Sellers are not allowed to create fake listings.
4. Sellers are not allowed to create duplicate listings for the same account/item.
5. Sellers are not allowed to write misleading product descriptions or titles that may trick buyers into buying the product.
6. Sellers are not allowed to copy the contents or product descriptions of other sellers.
7. Sellers are required to fulfill the delivery within the stipulated delivery time frame earlier selected during the creation of the listing.
8. If an order is late or only partially delivered, the buyer must agree to these changes.
9. Sellers must capture screenshots or provide video proof of the trading process. The product in the proof screenshots must match the order description. If an issue is escalated to Lolcashflow, we may ask for these screenshots as a proof of delivery. You must also make sure the Riot ID can not be changed before the delivery.
10. Any attempts to scam or defraud buyers/other sellers will lead to a permanent ban. We have a zero-tolerance policy for scammers.
11. Lolcashflow reserves the right to hold seller funds if a seller is found to be involved in scamming or fraud.
12. All communication between the buyer and the seller must be conducted through Lolcashflow chat system and all communication must be courteous without any harassment and with respect.
13. Both the buyer and the seller are not allowed to accept any offsite trading offers. All payments must be also made through Lolcashflow. It is disallowed to discuss any form of outside payment. Offsite trade will not receive any assurance from Lolcashflow and we will not cover any privately made transactions.

Assuming you were proven to do offsite trading as a seller. We may restrict/suspend your account permanently. Your entire account and its contents will be revoked including any available balance you have in your wallet.

14. Sellers are not allowed to advertise other websites on Lolcashflow. This includes your own shops and websites, other game item marketplaces, and any other website.

15. If a buyer submits a dispute for an order, seller must respond to it in a timely manner, or the buyer will automatically win the dispute.

16. Sellers are fully responsible for accounts that they sell. Seller must have all recovery information of the account and original access, so if any issue arises, this can be resolved by the seller. Whenever a trade dispute occurs the seller is liable. We allow sellers to sell only full access email changeable accounts. Selling non-full access or shared accounts is not allowed. The seller must be the main owner of the account(s) he intends to sell.

17. During account delivery, seller must fully transfer ownership of the account to the buyer. And provide all registration/recovery information. All information needs to be provided properly so buyer can use these details to contact and resolve an issue with the gamemaker.

18. If any seller has way too high number of complaints or disputes by buyers, Lolcashflow is able to treat him as a high risk seller. We reserve the right to take actions we deem fit to deal with these kind of sellers, such as account suspension.

19. Sellers are supposed to resolve issues with buyers as soon as possible prior to being escalated to Lolcashflow by the buyer or the seller and sellers are obligated to assist the buyer whenever an issue arises with the account during the 14 day insurance period and even after it.

20. Sellers are not allowed to create more than one Lolcashflow account.

21. Your Lolcashflow username can be changed only once. To do so contact us via email to make a request.

22. Buyers shouldn't return the in-game items under any circumstances and regardless of the reasons given.

23. Buyers shouldn't purchase the product listing as a form of payment or as an exchange for other goods. The final item you intend to receive should be the same as the listing title and description.

24. All sales on Lolcashflow are final, there are no returns. If your order hasn't been delivered or is not as described, you will receive a full refund. Buyers can request a refund by raising a dispute or contacting our email support. Refunds can take up to 1 week to process.

25. All EU buyers are subject to VAT.

Assuming you were proven to break any rules. We may restrict/suspend your account permanently. Your entire account and its contents will be revoked including any available balance you have in your wallet.

Lolcashflow is entitled to remove any listing which violates any of the rules mentioned above, report to relevant authorities if needed to, suspend the sellers access to the website and/or his account or cancel the sale. If you have any inquiry, valuable feedback or suggestions to update these rules, please contact us.

We proactively monitor all activity of the Marketplace, but you can help to identify any suspicious activities by reporting it to us if you found any user violating our terms and policies.

If you wish to delete your account, please contact us through our email support. Once you do so you will not be able to register an account with the same email or username in the future.

Lolcashflow fees

Currently the base fee for every order is 12%. This fee can vary depending on sellers level by continuously selling on Lolcashflow. Currently, sellers can get to lower their fees down to 8% minimum.

After successfully selling 300€ worth of products through Lolcashflow your fee lowers to 12%.
After successfully selling 1000€ worth of products through Lolcashflow your fee lowers to 11%.
After successfully selling 5000€ worth of products through Lolcashflow your fee lowers to 10%.
After successfully selling 15000€ worth of products through Lolcashflow your fee lowers to 9%.

We collect order handling fee during payment checkout for maintenance, and development of our administrative costs of our online systems. This fee for order which has been successfully verified is non-refundable.

Refund policy & dispute process

All sales on Lolcashflow are final and we do not offer any returns. In case your order was not delivered by the seller or was not as described, you will receive a full refund. To request this refund, simply raise a dispute by contacting our email support. Your refund can take up to 1 week to process.

Once a dispute is raised, our support team will take a look at it as soon as possible. Support gives the seller 24 hours to resolve your issue. We may ask for delivery proof from the seller or the buyer to provide evidence of the issue.

Every product has a free 14 day warranty period. If the product is compromised, retrieved or banned due to the seller's fault within the insured days, refund will be provided to the buyer.

Your warranty covers:

The account does not work or is not as described

Loss of access due to account recovery by the seller

Account bans due to the ownership transfer

Account bans due to offenses made by the seller

Your warranty does not cover:

Account bans due to your actions

Loss of access unrelated to the seller

Account bans due to not following seller instructions