

## On Device Purchase Frequently Asked Questions (FAQ) (June 28, 2024)

**Q:** What is On Device Purchase?

**A:** On Device Purchase is a feature AtGames is releasing as an Open Beta that allows users to purchase game/pinball packs directly on their Legends 4K™ devices.

**Q:** Is my credit card information secure on my device?

**A:** Your credit card information is secure and encrypted by our payment processing provider, Stripe. Your credit card information is never stored on your device, nor on the AtGames servers.

**Q:** On Device Purchase already shows a previous credit card on file. How is this possible?

**A:** If you previously used a credit card to pay for subscriptions on a Legends HD device, via our Stripe interface, Stripe would have stored your card. This is normal and was implemented for your convenience. Customers can check if there is a stored card by going to Settings → Account → Manage Payment Method. Here you can add and remove cards to suit your needs.

**Q:** Will I get a receipt emailed to me if I make an On Device Purchase? Is there an online purchase history I can view?

**A:** These features are currently being tested for a future release when On Device Purchase comes out of Open Beta.

**Q:** Can I purchase multiple game/pinball packs at a time using On Device Purchase?

**A:** At this time, you can purchase one game/pinball pack at a time. We are actively working to add the ability to purchase more than one game/pinball pack in a single transaction.

**Q:** Can I use a coupon code with On Device Purchase?

**A:** Not at this time.

**Q:** Will there be discounts or sales on my machine via On Device Purchase?

**A:** Once On Device Purchase is out of Open Beta, AtGames plans on offering On Device Purchase specials throughout the year.

**Q:** How do I request a refund for purchases made through On Device Purchase?

**A:** All digital items, including LEGENDS 4K™ PINBALL PACKS, LEGENDS HD PINBALL PACKS, LEGENDS HD GAME PACKS and AtGames Subscription Services, are considered final sale and non-refundable. This policy applies to all purchases of digital goods made through our platform.