

GAMERPASS WITHDRAWAL FORM

(Please complete and return this form by postal mail or e-mail only if you wish to exercise your right of withdrawal)

To the attention of:

SARL GDN / GAMERPASS

5 Chemin de Daru

26100 Romans sur Isère (France)

pro@gamerpass.store

In accordance with Article 9 of the European Directive 2011/83/EU on consumer rights, you have a withdrawal period of fourteen days from the date you receive your order to return the Products and/or withdraw from service contracts without having to give any reason. When exercising your right of withdrawal, the direct costs of returning the Products are at your sole expense. The right of withdrawal does not apply to the supply of audio or video recordings or computer software if the seal has been broken after delivery. T&Cs (www.gamerpass.store/service/cgv.php).

Please tick the box(es) corresponding to your withdrawal request:

- ☐ If you wish to withdraw from your video game order: I request a refund of the game and undertake to return it still sealed (unopened) within a maximum of one month.
- ☐ If you wish to withdraw from the GamerPass membership: I request a refund of the last GamerPass membership installment as well as termination of the service. I confirm that I have not made any exchanges since the last service renewal.

Customer number: E-mail address:

First and last name: Postcode:

Postal address: City:

Date: Signature:

You can also make a withdrawal from your customer area at <https://www.gamerpass.store/membre> → GamerPass account (at the bottom of the page), or contact customer service from the “contact us” section <https://www.gamerpass.store/service/contact.php>, or by any means you prefer.

SATISFACTION SURVEY

(Please complete and return this optional survey by simple mail or e-mail)

To the attention of:

SARL GDN / GamerPass

5 Chemin de Daru

26100 Romans sur Isère

France

We would like to thank you for the trust you have placed in us by becoming a GamerPass customer. In order to offer the best possible experience to the members of the exchange platform, we would like to collect your opinion on the quality of our offers and services.

This information is collected with a view to the continuous improvement of our quality management and is not nominative. Thank you for answering this brief questionnaire.

YOU AND VIDEO GAMES

1. In which age group are you?

☐ Under 13 ☐ 13 – 18 ☐ 19 – 25 ☐ 25 – 35 ☐ Over 35

2. Are you?

☐ Gamer (female) ☐ Gamer (male)

3. How many people play video games in your household?

☐ 1 person ☐ 2 people ☐ 3 people ☐ 4 people or more

4. In which format do you usually purchase a new game?

☐ Physical ☐ Digital ☐ Exchange

5. What do you do with your games once finished?

☐ I sell them ☐ I keep them ☐ I exchange them

6. Approximately how many hours per week do you spend on video games?

☐ Less than 2 hours ☐ Between 2 and 5 hours ☐ Between 5 and 10 hours ☐ More than 10 hours

7. What determines your purchase of a video game?

☐ Price ☐ Advertising ☐ Word of mouth ☐ Media ☐ Experience with the previous title

8. What are your favorite types of games (multiple answers possible)?

☐ RPG ☐ Arcade ☐ Simulation ☐ Fighting ☐ FPS ☐ Sports ☐ Adventure ☐ Management ☐ Platformer ☐ Racing ☐ MOBA ☐ Other

9. On average, how many games per console do you own?

☐ Fewer than 3 games ☐ 3 – 5 games ☐ 6 – 10 games ☐ 11 – 20 games ☐ More than 20 games

10. On average, how many video games do you buy per year?

☐ Fewer than 2 games ☐ 2 – 3 games ☐ 4 – 6 games ☐ More than 7 games

11. Have you already exchanged video games between individuals?

☐ Yes, often ☐ Yes, sometimes ☐ No

GAMERPASS

12. For what reasons would you cancel your GamerPass?

☐ Monthly cost ☐ The exchange procedure does not suit me ☐ Game catalog not extensive enough

13. How did you find the GamerPass Customer Service (phone, e-mail, etc.)?

☐ Very satisfactory ☐ Satisfactory ☐ Unsatisfactory ☐ Very unsatisfactory

14. Rate our exchange procedure (from request to receipt) from 1 to 5 * 5 being the highest score

- Diversity of the offer: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- Speed of exchanges: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- Exchange procedure: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

15. How did you hear about GamerPass?

☐ Internet search ☐ Partner website ☐ Word of mouth ☐ Media ☐ Other

16. Would you recommend GamerPass to a friend?

☐ Yes ☐ No

And why?

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17. Would you like to share a comment to help improve our services?

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Thank you for your participation.

The GamerPass Team