Terms and Conditions

Last updated 23 October 2026. These terms apply to everything you buy from peakformgaming.com.

THE SHORT VERSION

- Everything we sell is digital: online access, files you download, or both. You get it straight after payment.
- At checkout you ask for immediate access and confirm that you lose your 14 day right to cancel once your download or access starts. Because a digital product can be downloaded, copied and kept once it has been delivered, we can't take it back, so we don't give refunds for a change of mind once access or download has started.
- If something you bought is faulty or not as described, tell us. You still have your legal rights, and we'll fix it, replace it or refund you as the law requires.
- What you buy is for your own personal use. Please don't share, upload or resell it.

1 Who we are

Peakform sells digital training products and artwork for competitive gamers through peakformgaming.com ("we", "us"). You can contact us at help@peakformgaming.com or through the contact form on the website.

2 What we sell

All our products are digital. Depending on the product, you receive one or more of:

- **Online access**, for example Path to Immortal: Built Around You, a course and training dashboard unlocked with a pass key on your Peakform account.
- **Downloadable files**, for example the Wallpapers collection (image files) and The Consistency Project (an interactive PDF workbook).

Each product page says what is included, the format and how you receive it. These terms also cover any digital products we add later.

3 Prices and payment

Prices are shown on the website and charged in pounds sterling (GBP). Prices shown in other currencies are a guide only. Payment is processed securely by Stripe, and we never see or store your full card details. A crossed-out "was" price is only shown where the product has genuinely sold at that price before.

4 Delivery and access

Delivery is immediate once your payment is confirmed. Depending on the product, you get a pass key (on screen and by email), access on your Peakform account, or a download button on your order page plus a download link by email. If anything doesn't arrive, contact us with your order reference and we'll sort it out.

5 Your right to cancel, and why digital products can't be refunded once accessed

When you buy online in the UK you normally have 14 days to change your mind. For digital content that isn't supplied on a physical item, that right ends once the supply starts, as long as you agreed to the immediate supply and accepted that you would lose the right to cancel (Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, regulation 37).

At checkout you tick a box asking for immediate access to your digital products and confirming that once your download or access starts they are non-refundable and you lose your 14 day right to cancel. We keep a record of that consent with your order.

Digital products are delivered the moment you pay. Files can be downloaded, saved, copied and kept, and course content can be viewed straight away, so once delivered they can't be returned the way a physical item can. For that reason **we don't offer refunds once your download or access has started**, including if you change your mind, buy by mistake, don't use the product or find it isn't what you personally hoped for.

> If you contact us before you have downloaded or accessed anything, we'll look at your request.

6 If something is wrong with your product

Nothing in these terms affects your legal rights. Under the Consumer Rights Act 2015, digital content must be of satisfactory quality, fit for purpose and as described. If a product is faulty, won't open, is missing something we said it includes, or doesn't match its description, contact us at help@peakformgaming.com with your order reference. We'll fix or replace it, and if we can't do that within a reasonable time, we'll give you a full or partial refund as the law requires.

7 Using what you buy

When you buy a product you get a personal, non-transferable licence to use it for your own, non-commercial use. You may not:

- share, resell, give away, upload or publish the product, its files or your pass key or download links;
- share your Peakform account or use Path to Immortal on more devices than the product allows;
- copy, adapt or reuse our content, artwork or workbook pages in your own products or channels.

Wallpapers are for use as your own device backgrounds. If a product is shared or misused, we may end access to it.

8 Your account and access

Keep your sign-in details and pass key private. If a payment is refunded or reversed, for example through a chargeback, access to the products in that order ends. We may update a product (for example new lessons or a corrected page) and will keep what you bought working for the product's intended use.

9 No guaranteed results

Our products are for education and practice. We don't promise any rank, win rate or performance change, because results depend on how you practise and play and on many things nobody controls. The Consistency Project discusses sleep, energy and wellbeing for educational purposes only. It isn't medical, psychological or nutritional advice.

10 Trademarks

VALORANT is a trademark of Riot Games, Inc. Peakform is an independent brand and is not affiliated with or endorsed by Riot Games.

11 Changes to these terms

We may update these terms from time to time. The version that applies to your order is the one shown on the website when you bought. The date at the top shows when they last changed.

12 Law and disputes

These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you can also bring a claim in your local courts. If you have a problem, please contact us first and we'll do our best to put it right.

13 Contact

Email help@peakformgaming.com or use the contact form at peakformgaming.com. Please include your order reference (it starts with PKF-) so we can find your order quickly.