



PULLFOX POLICIES

Terms of Use

Version 1.1 · Effective October 29, 2026 · Last updated October 29, 2026 · Current version: pullfox.com/terms

These terms cover pullfox.com, the Pullfox app, and everything you do with them: your account, the packs you buy, the cards you pull and the money in your wallet. We've written them in plain words. If anything is unclear, write to hello@pullfox.com.

Important: please read sections 22 and 23. Section 23 includes a binding arbitration agreement and a waiver of class actions, which affect how disputes between you and Pullfox are resolved. You can opt out of arbitration within 30 days (section 23). Section 22 limits our liability to you.

Pullfox is in pre-registration. You can create an account now. Buying packs, deposits and withdrawals open at launch, and we'll email you before then. Until launch, the parts of these terms about those features don't apply yet.

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1. Who we are and what you agree to

Pullfox ("Pullfox", "we", "us") is a brand of INGAMES LTD (אינגיימס בע"מ), a company registered in Israel under company number 516735057. INGAMES LTD runs pullfox.com and the Pullfox app, and is the company you make this agreement with.

By creating an account or using Pullfox, you agree to:

- 1.1 these terms;
- 1.2 our [Privacy Policy](#);
- 1.3 our [Anti-Money Laundering Policy](#);
- 1.4 our [Complaints Policy](#);
- 1.5 our [Responsible Play](#) page;
- 1.6 the terms of any offer you claim.

If an offer's terms and these terms disagree about that offer, the offer's terms apply. If you don't agree, please don't use Pullfox.

Words we use. In these terms and our policies:

Account	your Pullfox account, including your wallet and vault.
Balance	money in your wallet from deposits and sell-backs (section 8).
Pack credit	credit that only buys packs and can't be withdrawn (section 8).
Offer credit	credit from an offer with a playthrough (section 8).
Pack	a digital purchase that gives you real trading cards (section 5).
Card partner	the company that holds, ships and buys back cards for Pullfox.
Payment provider	Breeze, the merchant of record for payments and payouts (section 7).
Policies	our Privacy Policy, Anti-Money Laundering Policy, Complaints Policy and Responsible Play page.

2. Who can use Pullfox

- 2.1 You're 18 or older.
- 2.2 You live in the United States and use Pullfox from there. Pullfox isn't offered in Nevada or Washington, and we may add states to that list. We check your state at sign-up and may check your location again, including at checkout and before a withdrawal.
- 2.3 One account per person. You use it yourself, for your own entertainment, not on behalf of anyone else or as a business.
- 2.4 The details you give us (name, date of birth, address, state, email, mobile number) are true and your own, and you'll keep them up to date.
- 2.5 You're not on a US or international sanctions list, and you're not acting for anyone who is.
- 2.6 You're not currently self-excluded from Pullfox. You're also not self-excluded from a gambling or similar service in a way that covers products like ours. If you become self-excluded elsewhere, tell us and we'll exclude you here too.
- 2.7 You haven't been removed from Pullfox before, and you're not barred from using it by law.

3. Your account

- 3.1 You sign in with codes we send to your email or phone. Keep access to them private and don't share your account. You're responsible for what happens in it, so tell us right away if you think someone else has used it.
- 3.2 Your username is public: other players see it next to your pulls. Don't use a name that is offensive, impersonates someone, or includes contact details.
- 3.3 If you notice that you have more than one account, tell us. We'll merge or close the extra ones.
- 3.4 We may refuse an application for an account.

4. Identity checks and source of funds

- 4.1 Before your first withdrawal, you'll complete an identity check with our payment provider.
- 4.2 We may also ask, at any time, for proof of your identity, age, address or location. For larger or unusual activity, we may also ask about the source of the money you use on Pullfox, such as a bank statement or payslip.
- 4.3 Until we have what we need, we may pause deposits, purchases or withdrawals on your account. We'll tell you what we need and how to send it securely.
- 4.4 We check names against US sanctions lists, and our payment provider runs its own checks. A possible match pauses withdrawals while a member of our team reviews it.
- 4.5 We may share information with our payment provider and with authorities where the law requires it. See our [Anti-Money Laundering Policy](#).

5. How packs work

- 5.1 A pack is a digital purchase that gives you real trading cards, held for you in a secure vault. Each pack's page shows its price, how many cards it holds, its value tiers, what each tier is worth and the chance of each tier.
- 5.2 Your card is drawn at the moment you pay, against the chances shown on the pack's page at that time. The opening animation only reveals it. Nothing you do during the animation changes the result.
- 5.3 Some packs offer more than one spread. Every spread of a pack has the same average value, but the chances are spread across the tiers differently. You pick the spread before you pay.
- 5.4 Each purchase comes with a signed draw ticket. On the Fair play page you can check that the tier you got matches the chances you were shown. The check proves the tier; which card within the tier you received is recorded by our card partner.
- 5.5 Your level, missions, badges and streaks never change anyone's chances. Nor do offers, spend or time played.
- 5.6 We may change a pack's contents, chances or price for future purchases. A change never affects a pack you've already paid for.
- 5.7 A free demo rip shows how a pack works. Nothing is charged and no card is added to your account.

- 5.8 Packs are not an investment. The value of what you pull can be lower than what you paid, and often is. Only spend what you're comfortable spending on a hobby.
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6. Your cards

- 6.1 The cards you pull are yours. Our card partner holds them for you in its vault until you decide what to do with them.
- 6.2 After you open a pack, you have a decision window, shown on the card, to choose:
- **Sell it back** for the offer shown when you opened the pack. The offer is a set share of the card's market value, and the money goes to your balance.
 - **Ship it home** (see [Shipping](#)).
 - **Keep it in your vault**, where available. The pack page says whether cards can stay in the vault and for how long.
- 6.3 If you don't choose before the window ends, the card is sold back for you at the same offer and the money goes to your balance. We'll remind you before that happens.
- 6.4 Market value is an estimate of what a card currently sells for, based on recent sales. Values move up and down. We don't promise that any card will keep or reach a value.
- 6.5 Graded cards come in the grading company's sealed case, with its certificate number on the label. The grade is the grading company's opinion, not ours. Card photos are of the actual card, or of a card of the same type and grade where the page says so.
- 6.6 Pokémon, One Piece, sports leagues, teams, players and grading companies are trademarks of their owners. Pullfox isn't affiliated with, sponsored or endorsed by them.
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7. Deposits and payments

- 7.1 Card, Apple Pay and Google Pay payments are processed by **Breeze**, our payment provider, which acts as the merchant of record and seller of the charge.
- Your statement will show a charge from Breeze with Pullfox in the description.
 - Breeze's own terms and privacy notice also apply to your payment, and you'll see them at checkout.
- 7.2 Only use payment methods in your own name. Only use money that is legally yours and not from any illegal source.
- 7.3 **Deposits are for buying packs and shipping.** Money you deposit has to be spent on Pullfox before it can be withdrawn (see [Withdrawals](#)). If we reasonably believe someone is depositing without intending to use Pullfox, for example to move money, we may refuse the deposit, close the account and report it where the law requires.
- 7.4 Prices are in US dollars. Sales tax is added where the law requires it, and checkout shows the total before you pay. Any deposit minimum or maximum, and any fee, is shown before you confirm. Your bank may charge its own fees.
- 7.5 We may refuse any deposit or payment. Don't deposit while your account is suspended.

- 7.6 **Purchases are final.** Once you pay, your card is drawn and assigned to you, so we can't undo a pack because you're unhappy with the result. Instead, every card can be sold back or shipped as described above.
- 7.7 If a purchase fails after you're charged, or a card can't be delivered to your account, we refund the purchase in full, including any pack credit or offer used.
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8. Your wallet

- 8.1 **Balance:** money you deposit and money from cards you sell back. You can spend it on packs and shipping. The part that isn't unspent deposits can be withdrawn.
- 8.2 **Pack credit:** buys packs only, is spent after any offer credit and before your balance, and can't be withdrawn or exchanged for money. Anything you pull with it is yours to sell back or ship. Pack credit from an offer can expire; the offer's terms say when.
- 8.3 **Offer credit:** credit from an offer that has a playthrough. It is spent on packs first, before pack credit and your balance. Once you've spent the amount the offer sets on packs, what's left moves to your balance. When you sell back a card pulled with offer credit, that share of the sale stays offer credit until the playthrough is done.
- 8.4 **Fox Fuel:** a small share of every pack you pay for from your balance goes into a tank. When your balance can't cover a pack, the tank tops you up with pack credit, up to a daily cap. The share and the cap are shown in the app. Fox Fuel pauses while you're on a break.
- 8.5 **Gifts** send pack credit to someone else using a code. They come out of your balance and count toward your spend limits. You can cancel a gift until it's redeemed. Gifts can't be withdrawn by the person who receives them. Money in your balance can't otherwise be moved to another player.
- 8.6 Your wallet isn't a bank account. It earns no interest and isn't insured by the FDIC or any government agency.
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9. Withdrawals

- 9.1 You can withdraw your balance through our payment provider, using the methods shown. You can't withdraw pack credit or offer credit. Any minimum, fee or expected timing is shown before you confirm.
- 9.2 **Deposits must be spent before they're withdrawn.** Money you deposit has to be spent on packs or shipping before an equal amount can be withdrawn. Money from cards you sell back can always be withdrawn. The app shows how much you can withdraw.
- If you change your mind about a deposit you haven't spent, write to us and we'll refund it to the card you paid with instead.
- 9.3 Withdrawals go only to an account or card in your own name. Where possible, they go back to the method you deposited with. If you used more than one, we may split a withdrawal between them.
- 9.4 Before your first withdrawal, you'll complete an identity check (section 4).
- We approve each withdrawal before it's sent.

- We may hold a withdrawal while we check for fraud, a duplicate account, a payment dispute or a sanctions match.
- We'll tell you if we need anything from you. Where the law limits what we can say about a review, we'll tell you as much as we're allowed to.

9.5 If a withdrawal fails or is returned, the money goes back to your balance. If you request several withdrawals at once, we may combine them into one.

9.6 You're responsible for any taxes on what you sell or withdraw. Where the law requires it, we or our payment provider will send you a tax form.

10. Shipping

10.1 We ship to US addresses in the states where Pullfox is offered, using tracked delivery. You pay the shipping cost shown before you confirm, unless you use a free shipment. Any insurance or signature options are shown at checkout.

10.2 You can cancel a delivery until it's being packed. A canceled delivery sells the cards back at their offer and refunds the shipping.

10.3 Check your address. A package sent to the address you gave is your responsibility once the carrier marks it delivered.

10.4 If a package is lost in transit, or a card arrives damaged or isn't the card shown in your account, write to us within 14 days of the delivery date (or the expected delivery date, if it never arrived), with photos where you can.

- We'll investigate with the carrier and our card partner.
- If we confirm the problem, we'll replace the card or credit its offer value and the shipping to your balance.

10.5 If we can't ship a card, we buy it back at its offer and refund the shipping.

11. Offers and invites

11.1 Offers take money off a pack at checkout, or give pack credit or free shipments. Each offer has its own terms page, linked from the offer, setting out every condition: who can get it, which packs, how many uses, the dates, and any playthrough or time limit.

11.2 You get one offer per order: the biggest one that applies. Offers have no cash value and can't be sold, transferred or exchanged.

11.3 Most offers are one per person, not one per account. Accounts that share a device, email address, phone number, name and date of birth, delivery address or payment card are treated as one person.

11.4 Some offers have a playthrough (see [Your wallet](#)). Some have a time limit: unused discounts and unspent credit from the offer end on a set date, or after a set number of days without activity on your account. Your wallet activity shows when that happens.

11.5 We may end an offer, or change its terms for new claims, at any time. An offer you've already claimed keeps its terms.

- 11.6 We may refuse, remove or reverse offers and credit, or suspend the account, where we reasonably believe someone is misusing offers. Examples: using more than one account, or acting with other people to collect offers.
- 11.7 Invite a friend with your link. When they've spent the amount shown on your invite card on packs, you each get the reward shown there. One reward per friend, and never between accounts of the same person.

12. Limits, breaks and self-exclusion

- 12.1 You can set daily, weekly and monthly spend limits in your wallet. We refuse any purchase that would go over a limit, before anything is charged. Lowering a limit works at once. Raising or removing one takes effect after 24 hours.
- 12.2 You can take a break for 1, 7 or 30 days. Buying packs, deposits, offers and promotional emails stop during the break; your vault, deliveries and withdrawals keep working. A break can't be shortened.
- 12.3 You can self-exclude for 6 months, 1 year, 5 years or permanently by writing to us. Self-exclusion:
 - can't be shortened;
 - covers any other account of yours;
 - stops all marketing.Your balance remains yours to withdraw, and your cards remain yours to ship or sell back.
- 12.4 If we're concerned that your spending has stopped being fun, we may contact you and, if needed, suspend your account (section 21), even if you haven't asked.
- 12.5 More on our [Responsible Play](#) page. If you're worried about your spending, call or text 1-800-GAMBLER. It's free, confidential and open 24/7.

13. What isn't allowed

- 13.1 More than one account, an account for someone else, or buying, selling or sharing accounts.
- 13.2 Acting together with other players to misuse offers, invites or gifts, or to move money between accounts.
- 13.3 Bots, scripts, scraping, or anything that automates buying, opening or selling back. Trying to get around our security, or reverse engineering the app.
- 13.4 Using a bug or error to your advantage. If you find one, tell us; don't use it.
- 13.5 Payment fraud, using someone else's payment method, money from an illegal source, or chargebacks on purchases you made.
- 13.6 Using Pullfox to launder money, finance anything illegal or get around sanctions. Breaking up deposits or withdrawals to avoid our checks.
- 13.7 Hiding your location with a VPN, proxy or false details, or using Pullfox from a state where it isn't offered.
- 13.8 Abusing, threatening or harassing other players or our team, or breaking the law through Pullfox.

If you break these rules, we may suspend or close your account and refuse or reverse what came from the breach (see section 21).

Multiple accounts. If we find linked accounts of the same person, we may suspend all of them. We may also hold their balances while we review. We'll pay out the money that is legitimately yours, keep one account if appropriate, and reverse rewards that came from the extra accounts.

14. Errors, chargebacks and money owed

- 14.1 Obvious errors.** If a price, chance, market value, sell-back offer, reward or payment is obviously wrong because of a technical or human error, we may correct it. We may also cancel what happened because of it. Examples: a pack priced at a fraction of its listed value, or a sell-back paid twice. If a purchase is canceled, we refund what you paid.
- 14.2 Money paid in error.** If we credit or pay you money that isn't yours, it remains ours.
- We'll take it back from your balance and tell you why. Your balance can go below zero; if it does, later sell-backs and deposits pay that amount off first.
 - If you've already withdrawn it, you owe it to us.
 - Please tell us if you notice money that isn't yours.
- 14.3 Chargebacks.** If you dispute a charge for a purchase you made, we may freeze your account while it's reviewed. We may also reverse the cards, credit and rewards that came from that purchase, and recover the amount and the dispute fees from your balance. If a dispute is decided in your favor because of our mistake, we'll make it right.
- 14.4 Setting off.** We may use money in your balance to pay any amount you owe us under these terms. We'll tell you when we do.

15. Our records

We keep a record of every purchase, draw ticket, sell-back, delivery, deposit and withdrawal. If there's a disagreement about what happened in your account, these records decide it, unless they're shown to be wrong. You can ask for a copy of your records at any time.

16. Guides, tools and other content

- 16.1** Our guides, the pack odds calculator and other tools are for education and entertainment. Prices, values and examples are estimates and can be out of date. Nothing on Pullfox is financial, investment, tax or legal advice.
- 16.2** Some pages link to other websites. We don't control them and aren't responsible for them.
- 16.3** Don't copy our content in bulk, frame our pages, or use our content to build a competing service.

17. Pre-registration and launch

- 17.1 You can pre-register for launch in the app, or join the list on pullfox.com.
- 17.2 Pre-registering is free, needs no purchase, and doesn't commit you to anything. You can delete your account or leave the list at any time.
- 17.3 Moving up the list by inviting friends works only when each friend is a real, different person.
- 17.4 Founding Fox perks are described when you sign up. To use them, you need an eligible account at launch (age, state and identity), and they're one per person.
- 17.5 We may change perks or the launch date before we open. We'll email everyone who pre-registered if we do.

18. The creator program

- 18.1 Applying to the creator program doesn't create a partnership or any obligation on either side. If we work together, it will be under a separate written agreement.
- 18.2 Creators must clearly disclose any paid or free arrangement with Pullfox in their content, as the FTC requires, and follow each platform's rules.

19. Emails and messages

- 19.1 **Service messages.** We send messages about your account, purchases, deliveries, withdrawals, security, offers that are about to end, and changes to these terms. You can't opt out of these while you have an account.
- 19.2 **News and promotions by email.** We send these only if you said yes. You can stop them any time with the link in each email or in your account settings.
- 19.3 **Texts.** We text your phone to verify it and for account security. We send marketing texts only if you separately agree to them. Reply STOP to any marketing text to end them. Message and data rates may apply.
- 19.4 **Support.** Replies may come from a person or from an automated assistant. The assistant always says so, and you can always ask for a person.

20. Our content and yours

- 20.1 Pullfox, the fox, our designs, text, software and pack art belong to us or our licensors. You may use Pullfox for your own personal, non-commercial use; that's the only right we give you.
- 20.2 If you send us content (a username, a message, a dream pull, an idea or feedback), you let us use it to run and improve Pullfox. We'll never publish your messages to us with your name without asking.
- 20.3 Card images belong to their publishers and are shown to identify the card.

21. Suspending or closing accounts

21.1 Closing your own account. You can close your account at any time by writing to us.

- We'll pay out your withdrawable balance after any pending checks, and refund unspent deposits to your card.
- You'll have 30 days to ship or sell back cards in your vault. After that, they're sold back at their offer and the money is paid out.
- Pack credit and offers end with the account.

21.2 When we may suspend or close an account.

- It breaks these terms.
- We reasonably believe it's involved in fraud, money laundering or misuse of offers.
- We can't verify the identity, location or source of funds we've asked about.
- We're concerned about the player's wellbeing.
- The law, a court or an authority requires it.

21.3 What happens to your money and cards. We may withhold or reverse money, credit, cards and rewards that came from a breach or from fraud. Everything else in your wallet is still yours and will be paid out. Where we're allowed to, we'll tell you why we acted.

21.4 If Pullfox changes or closes. We may change or stop parts of Pullfox. If we close Pullfox altogether, we'll give at least 30 days' notice and let you ship or sell back your cards and withdraw your balance.

22. Our responsibility to you

22.1 We work hard to keep Pullfox running and accurate, but we provide it "as is" and "as available". To the extent the law allows, we don't give promises beyond those in these terms. That includes promises about uninterrupted or error-free service, your device or internet connection, or the future value of any card.

22.2 To the extent the law allows, we aren't liable for indirect or consequential losses, such as lost profits or the value you hoped a card would reach. Our total liability to you for any claim is limited to the greater of \$100 or the amount you paid us in the 12 months before the claim.

22.3 Nothing in these terms limits rights that the law says can't be limited, or our liability for fraud, for our gross negligence, or for money that belongs to you.

22.4 If you break these terms or the law and someone makes a claim against us because of it, you're responsible for the resulting costs, to the extent the law allows.

23. Complaints and disputes

23.1 Complaints. Most problems are solved with one email. Write to hello@pullfox.com with "Complaint" in the subject.

- Please raise a complaint within 6 months of what happened, so we can still investigate it fully.

- We confirm receipt within 7 days and give our final answer within 30 days. If a case is complex, we'll tell you why and answer within 60 days.
- Details are in our [Complaints Policy](#).

23.2 Talk to us first. Before starting any formal claim, give us the chance to resolve it through a complaint. We'll both try in good faith to resolve it within 60 days.

23.3 Arbitration. If we can't resolve it, any dispute between you and us will be decided by binding individual arbitration under the American Arbitration Association's Consumer Arbitration Rules, not in court.

- Either of us may instead bring an individual claim in small claims court.
- The arbitration can be held by video or in the county where you live.
- We'll pay the filing and arbitrator fees beyond what you'd pay to file in court.

23.4 Individual claims only. Claims can be brought only individually, not as part of a class, collective or representative action, to the extent the law allows.

23.5 Opting out. You can opt out of arbitration by emailing us within 30 days of first accepting these terms, with your name, account email and a clear statement that you're opting out. Opting out doesn't affect anything else in these terms.

23.6 Governing law. These terms are governed by the Federal Arbitration Act and the laws of the State of Delaware, apart from its conflict-of-law rules. This doesn't take away any protection the consumer laws of your own state give you.

24. Changes to these terms

We'll update these terms as Pullfox changes. For a change that affects you, we'll tell you by email or in the app at least 14 days before it takes effect. Changes may come sooner when the law, a payment provider's rules, or an urgent safety or fraud issue requires it. Continuing to use Pullfox after that date means you accept the change. If you don't, you can close your account as described in section 21.

25. General

25.1 These terms and the policies in section 1 are the whole agreement between you and us about Pullfox.

25.2 We may transfer this agreement to a company that takes over Pullfox; your rights under it stay the same. You can't transfer your account or this agreement.

25.3 Nothing in these terms creates a partnership, agency or trust between you and us. No one else has rights under these terms.

25.4 If any part of these terms can't be enforced, the rest still applies. If we don't enforce a term right away, we can still enforce it later.

25.5 Questions, complaints or requests: hello@pullfox.com.

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Pullfox · hello@pullfox.com · pullfox.com/terms. The web version is the current one; this copy reflects version 1.0 of October 29, 2026. 18+ only.