

DiscUs Terms and Conditions

DiscUs (ABN 11 674 611 674) | Last updated: 11 August 2026 | Public release version

These Terms govern DiscUs accounts, paid plans, DiscOs, the first-party shop, Celestial Shop, community features, communications, moderation, returns, refunds and related services.

Important: nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law or another applicable law.

1. Acceptance of these Terms

These Terms and Conditions (Terms) govern your access to and use of DiscUs, including the DiscUs website, app, accounts, collection tools, barcode and photo scanning tools, pricing and valuation tools, community areas, messaging, Celestial Shop features, first-party shop, subscriptions, DiscOs rewards, support channels and any related services we make available from time to time (together, the Service).

In these Terms, DiscUs, we, us and our means DiscUs (ABN 11 674 611 674). You and your means the person who accesses or uses the Service, creates an account, browses the Service, places an order, creates a listing, sends a message, posts content or otherwise interacts with DiscUs.

By creating an account, using the Service, placing an order, making a listing, posting content, sending a message, subscribing to a paid plan, accepting an offer, claiming a guest order, using a guest order link or continuing to use DiscUs after these Terms are updated, you agree to these Terms.

If you use DiscUs on behalf of a company, club, store, reseller or other organisation, you represent that you have authority to bind that organisation. If you do not have that authority, you are personally responsible for the use.

If you do not agree to these Terms, you must not use the Service.

1.1 Documents that form part of the Terms

The following documents and notices also apply to your use of DiscUs where relevant:

- our Privacy Policy, which explains how we collect, use, disclose, store and protect personal information;
- any plan, pricing, feature, quota, checkout, shipping, refund, Celestial Shop, community or promotion terms displayed in the Service at the time you use that feature;
- any specific rules shown for beta features, AI-assisted features, DiscOs, challenges, competitions, community spaces, forum categories, shop products, listings, offers or support chats; and
- any third-party terms that apply when you use third-party services linked from or integrated with DiscUs, such as payment, mapping, shipping, email, storage, analytics or content data providers.

If there is an inconsistency, a specific feature notice will apply to that feature to the extent of the inconsistency, except that nothing overrides the non-excludable rights described in clause 24.

2. Australian Consumer Law and non-excludable rights

DiscUs is intended for Australian users and Australian law matters. Nothing in these Terms excludes, restricts or modifies any consumer guarantee, statutory right, warranty, condition, guarantee, remedy or liability that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010 (Cth), the Privacy Act 1988 (Cth), or any other applicable law.

If the Australian Consumer Law gives you a remedy for a failure to comply with a consumer guarantee, that remedy applies regardless of anything else in these Terms. For example, where DiscUs sells goods directly to you and the goods have a major failure, you may be entitled to choose between a refund or replacement. Where a problem is minor, we must fix it within a reasonable time, which may include repair, replacement or refund depending on the circumstances and the nature of the goods.

Any limitations, exclusions, rights to suspend, rights to remove content, rights to change the Service, rights to cancel transactions, indemnities and disclaimers in these Terms apply only to the maximum extent permitted by law and are intended to protect legitimate business, legal, security, operational, community and safety interests.

These Terms are written so that DiscUs can protect itself and its users without relying on unfair contract terms. If a clause would otherwise be unfair, invalid or unenforceable, it should be read down to the narrowest lawful operation.

3. What DiscUs offers

DiscUs is a media collection, discovery, valuation, community, Celestial Shop and retail platform built around physical media, including DVDs, Blu-rays, 4K UHD discs, box sets and related collectibles. The Service may include some or all of the following features:

- personal library and collection management tools, including manual adds, barcode lookup, image-assisted scanning, custom item records, collection notes, wishlist tracking and collection statistics;
- pricing, deal score and valuation tools using available data from third-party providers, public listings, retailer links, completed Celestial Shop sale history and community signals;
- community spaces, forum posts, polls, replies, voting, bookmarks, subscriptions, mentions, public profiles, badges, frames, showcases and collection sharing;
- messaging and support tools, including listing chats, buyer/seller conversations, direct messages, support requests, cancellation requests, moderation conversations and temporary privacy-focused Burn Box sessions;

- member Celestial Shop features that allow eligible users to create listings, express interest, make offers, record completed sales, arrange trades and communicate directly with other users;
- a first-party DiscUs shop for products sold by DiscUs, including guest checkout, account checkout, shipping quotes, order tracking, support requests, cancellation requests and, where enabled, DiscOs discounts;
- paid plans, feature tiers, quotas, rate limits, exports, subscription features, Galaxy Hub features and other premium tools; and
- notifications by email, in-app notification, push notification or other reasonable channels, including service, account, order, security, moderation and transactional notices.

We may add, change, pause, test, limit, rename or remove features. Some features may be beta, experimental, region-limited, invite-only, hidden, capacity-limited, coming soon, temporarily unavailable or subject to separate limits.

DiscUs is not a bank, financial adviser, insurer, escrow agent, auctioneer, logistics provider, legal adviser, tax adviser, payment institution or professional valuation service.

4. Eligibility

You must be at least 16 years old to create a DiscUs account. If you are under 18, you must have permission from a parent or guardian to use DiscUs, and your parent or guardian is responsible for your use.

You must be at least 18, or have the permission and supervision of a parent or guardian, to buy goods, subscribe to paid features, create Celestial Shop listings, make offers, arrange trades, enter paid transactions, provide shipping details, or use any feature that involves money, delivery, legal commitments or adult responsibility.

You must not use DiscUs if:

- you are legally barred from doing so;
- we have suspended, terminated or restricted your account and have not given you written permission to return;
- you are attempting to evade a ban, moderation lock, fraud control, payment restriction, rate limit or safety control;
- your use would breach Australian law, another applicable law, these Terms, a third-party right, a court order or a regulatory requirement; or
- you are using DiscUs for unlawful, unsafe, exploitative, fraudulent, harassing, misleading, automated, scraping, security-abusive or commercially abusive conduct.

We may refuse account creation, restrict access, require extra verification, decline transactions or disable features where reasonably necessary to protect users, DiscUs, payment systems, legal compliance, community integrity, platform security or the reliability of the Service.

5. Account creation and account responsibilities

5.1 Creating an account

To create an account, you may need to provide information such as an email address, password, display name, country, profile details and other onboarding information. You must provide accurate, current and complete information and keep it updated.

We may require your display name to meet community and technical rules, including length limits, uniqueness rules, reserved-name rules, impersonation rules, profanity filters and anti-abuse checks. We may reject, rename, hide or remove a display name that we reasonably consider misleading, offensive, confusing, infringing, reserved, abusive, impersonating another person or brand, or otherwise unsuitable.

You must not create an account using someone else's email address, identity, business name, image, trade mark, public persona, DiscUs staff identity or misleading affiliation.

You are responsible for all activity under your account except to the extent caused by our breach of law, our negligence or a security failure for which we could be legally responsible.

5.2 Account security

You must keep your login details secure, use a strong password, and notify us promptly if you suspect unauthorised access. You must not share your account, sell your account, transfer your account, rent your account, or allow another person to use your account to avoid a rule, restriction, fee, quota, moderation action or ban.

We may require password resets, revoke sessions, disable tokens, invalidate guest order links, limit account activity, pause checkout, pause listings or require additional checks if we reasonably suspect account compromise, payment abuse, suspicious activity or unauthorised access.

5.3 One person, fair use and account integrity

Unless we expressly allow it, each person should maintain only one personal account. You must not create multiple accounts to avoid rate limits, obtain extra free usage, exploit DiscOs or promotions, manipulate votes, reviews, Celestial Shop interest, community pricing data, reports, waitlists, badges, frames, bans or moderation outcomes.

We may merge, restrict, suspend or terminate duplicate, fake, abusive, fraudulent or evasive accounts, and may reverse benefits, remove content, cancel orders, cancel listings, remove DiscOs, downgrade plan features or preserve evidence where reasonably necessary.

6. Plans, quotas, paid features and fair use

DiscUs may offer free and paid plans. Features, quotas and limits may vary by plan, including barcode lookups, photo scans, wishlist searches, price checks, library size, export access, Galaxy Hub access, showcase features, listing features, messaging features and other tools.

Plan descriptions and prices shown in the Service at the time of subscription or checkout form part of these Terms. Billing begins only after you choose a plan and confirm it through the checkout presented to you. We may change plans, features, quotas and prices for future billing periods by giving reasonable notice where required by law or where a change materially affects you.

Free accounts may have stricter quotas and feature limits. Paid accounts may have higher quotas and extra features. We may apply beta limitations, regional limitations, capacity limits, fair-use controls and other technical limits where reasonably necessary.

A cancellation or change to a lower-cost plan ordinarily takes effect at the end of the current paid billing period. After the change takes effect, items, features or library entries above your new plan limit may be hidden, locked or made non-interactive. An upgrade may take effect sooner if the checkout says so. Access may also be restricted sooner for payment failure, fraud, abuse, a legal requirement or a serious security risk.

We may apply rate limits, abuse controls, anti-scraping controls, anti-fraud controls, fair-use limits and technical restrictions even if a published plan description does not list every limit. These controls protect the reliability, cost, security and fairness of DiscUs.

If you exceed a quota, a feature may be delayed, disabled, limited, reset later, require a higher plan, or return an error. We are not required to provide unlimited use, bulk access, automated access, scraping access or guaranteed throughput.

7. Payments, subscriptions and Stripe

Paid subscriptions and first-party shop payments may be processed through Stripe or another payment provider. By using a paid feature or checkout, you may also agree to the relevant payment provider's terms, privacy policy and payment rules.

Subscription billing, renewals, cancellations, invoices, failed payments, payment method updates and subscription portal functions may be handled by Stripe or another payment provider. We do not store full card numbers on DiscUs systems.

Unless otherwise stated at checkout:

- subscription fees are charged in advance for the billing period you select;
- subscriptions renew automatically until cancelled;
- you can cancel through the account billing in settings or customer portal where available;
- cancellation will usually take effect at the end of the current paid billing period unless we state otherwise or the law requires otherwise;

- a change to a lower-cost plan will ordinarily preserve your current paid access until the end of that billing period, after which access to higher quotas and paid features may be restricted; and
- refunds for subscriptions are handled in accordance with these Terms, the payment provider's process and your non-excludable consumer rights.

If payment fails, is reversed, is suspected to be fraudulent, is subject to chargeback, or cannot be verified, we may suspend paid features, pause fulfilment, cancel a checkout, downgrade your plan, require a new payment method, preserve transaction records, or take other reasonable action.

DiscUs is not currently registered for GST. Prices are shown as final AUD checkout prices, no GST is charged, and any invoice issued is a standard invoice rather than a tax invoice. If DiscUs becomes registered for GST, new versioned prices, invoices and tax wording may apply prospectively as required by law. Completed orders and historical transaction records will not be rewritten to add GST retrospectively.

8. DiscOs, badges, frames and promotional benefits

DiscUs may offer DiscOs, badges, frames, showcase items, loyalty features, promotional credits, discounts, rewards, achievements, streaks, or other non-cash benefits. These benefits are promotional unless we expressly state otherwise.

DiscOs do not currently expire and have no cash value. For eligible first-party shop purchases, 1,000 DiscOs provide A\$1 off. The amount usable in one checkout is the lowest allowed by the member's published tier percentage, monthly redemption allowance, eligible product rules, available balance and order margin protection. Monthly DiscO earning limits do not stop verified activity from earning Collector Experience (EXP), which drives Collector Levels and rankings. EXP may be reversed if the underlying activity is invalidated. DiscOs may also be used for eligible frames, badges, competition entries and other DiscUs features. Unless the relevant promotion says otherwise, DiscOs and similar benefits:

- have no cash value;
- are not legal tender, stored value, a deposit, a bank account, a security, an investment or an electronic money product;
- cannot be sold, transferred, assigned, redeemed for cash, exchanged outside DiscUs or used outside the eligible DiscUs feature;
- may be limited by user, account, plan, country, product, category, checkout, promotion, abuse control or technical availability;
- may be reversed, corrected, cancelled, reduced or forfeited if awarded by mistake, obtained through abuse, linked to refunded/cancelled activity, linked to fraud, or used in breach of these Terms; and
- may be changed, paused, discontinued or replaced where reasonably necessary for legal, operational, economic, fraud-prevention, security or product reasons. If DiscUs ever introduces expiry or material changes to DiscOs, we will take reasonable steps to notify affected users where practical.

Where DiscOs are used for a first-party shop discount, the final eligible discount will be calculated at checkout. If an order is cancelled, refunded, expires or fails payment, any associated DiscOs may be released, returned, reduced or voided depending on the reason and technical state of the order, this is subject to the discretion of DiscUs.

9. First-party DiscUs shop

9.1 Shop scope

The first-party DiscUs shop is for goods sold by DiscUs directly, such as physical media, collectibles, accessories or other products shown in the shop. These clauses apply to first-party DiscUs shop orders and not to member Celestial Shop peer-to-peer transactions unless expressly stated. The first-party shop currently supports Australia and New Zealand shipping where enabled, with United States and Canada expansion planned later.

Shop products may be new, used, sealed, refurbished, second-hand, graded, limited stock, one-off stock, pre-owned, clearance, promotional, damaged-box, or otherwise condition-specific. Condition grades may include mint, excellent, very good, good, acceptable and poor. Product descriptions, photos, condition labels, formats, region information, inclusions, prices, stock levels, delivery options and availability should be read carefully before checkout.

9.2 Product information, condition and availability

We try to keep product information accurate, but errors may occur. To the maximum extent permitted by law, images may be illustrative, colours may vary by device, stock may sell out, and product metadata may be supplied by third parties or community data. For used goods, ordinary wear, cosmetic marks, case wear, stickers, shelf wear, insert wear or other disclosed condition issues may be expected if described or reasonably visible.

We may correct pricing, stock, shipping, product, condition or checkout errors. If an error materially affects your order after payment, we will contact you and offer a lawful remedy, which may include cancellation and refund, replacement where available, or another solution that you accept. We will not use this clause to avoid your non-excludable rights.

A checkout session, cart, stock reservation or order draft does not guarantee stock until the order is paid and accepted. Shop checkout sessions may expire. If stock becomes unavailable, payment cannot be verified, pricing is clearly wrong, fraud controls trigger, shipping is unavailable, or the order cannot be fulfilled, we may cancel the order and refund amounts paid.

9.3 Guest checkout and order links

DiscUs may allow guest checkout. Guest users may receive a secure order link, token or access URL. You must keep this link secure because anyone with access to it may be able to view order information or interact with order support features.

A guest order may be claimable into a DiscUs account if the certain data and other checks match. We may refuse, reverse or limit claiming if we suspect fraud, unauthorised access, account mismatch or misuse.

9.4 Shipping and delivery

Shipping options, countries, pricing, delivery speeds, signature requirements, packaging options and tracking may vary by destination, cart value, product type, carrier availability, order risk and checkout settings. The Service currently supports Australia and New Zealand shipping where enabled, may expand to the United States and Canada later, and may refuse or restrict shipping to unsupported addresses.

Delivery estimates are estimates only unless we expressly promise a delivery date. Delivery can be affected by carrier delays, address errors, customs, weather, public holidays, remote locations, carrier capacity, payment verification, fraud controls, stock checks or other events outside our reasonable control.

DiscUs shipping options may include economy, standard, express and signature add-on. Budget or economy shipping is only intended for eligible single padded-sleeve items and may not be available for larger, higher-value, fragile, international or signature-required orders. If an economy, budget or untracked delivery option is offered, it may involve less tracking, less packaging room, slower handling, lower claim visibility or higher delivery risk than tracked, standard, express or signature services.

You must provide accurate delivery details and ensure someone can safely receive the goods. If an order is delayed, returned, lost or misdelivered because of incorrect address information or your failure to collect, we may charge reasonable re-delivery or return costs, subject to your rights under the Australian Consumer Law.

9.5 Cancellations, support requests and abusive conduct

You may request cancellation through the order page or support channel where available. A cancellation request is not accepted until DiscUs confirms it. We may decline cancellation if the order has already been shipped, custom packed, handed to the carrier, refunded through another process, or otherwise cannot reasonably be cancelled, subject to your non-excludable rights.

Order support chats are for genuine order questions, cancellation requests, fulfilment issues and after-sales support. Abusive, threatening, harassing, spammy, fraudulent or bad-faith support conduct may result in the chat being closed, order protections being limited to required legal channels, account restrictions, suspension or permanent deletion.

10. Returns, refunds and Australian Consumer Law

For first-party DiscUs shop goods and paid DiscUs services, your rights under the Australian Consumer Law apply. Consumer guarantees may include that goods are of acceptable quality, match their description, are fit for a disclosed purpose, match any sample or demonstration model, and come with

title, undisturbed possession and no undisclosed securities. Services must be provided with due care and skill, be fit for disclosed purposes and be supplied within a reasonable time where no time is set.

If a first-party DiscUs shop product or paid DiscUs service fails to meet a consumer guarantee, we will provide the remedy required by law. For a major problem with goods, you may be entitled to choose a refund or replacement. For a minor problem, we must fix the problem within a reasonable time, which may include repair, replacement or refund depending on what is practical for the product.

DiscUs does not offer change-of-mind returns. We do not have to provide a refund merely because you changed your mind, found the item cheaper elsewhere, no longer want the item, chose the wrong format, entered the wrong address, did not check region compatibility, damaged the item after delivery, misused the item, or were told about a fault or condition issue before purchase, unless we choose to offer a goodwill solution or the law requires a remedy.

For second-hand or used goods, the acceptable quality guarantee is assessed with regard to the nature of the goods, age, price, disclosed condition, appearance, durability, defects, warnings and what a reasonable consumer would expect for comparable used goods. Disclosed defects, ordinary wear and tear, or condition issues that were made clear before purchase may not entitle you to a remedy merely because they exist.

If you believe an item has a problem, contact DiscUs first before sending anything back. Include your order number, photos or videos where relevant, a clear description of the issue, packaging photos if delivery damage is alleged, and any other information reasonably needed to assess the claim. If a return is confirmed, the return address is: Suite 2077, SHOP 104, 36 Ocean Keys Bvd, Clarkson WA 60307.

Any refund will usually be made to the original payment method unless another lawful method is required or agreed. We may deduct amounts only where lawful, for example where goods are missing, damaged by you, not returned when required, or where a goodwill return policy allows a deduction and you accepted that policy.

All secondhand goods are photographed and documented for imperfections at the point of sale and tested to the best of our ability before selling. DiscUs reserves the right to make rare mistakes and not identify absolutely all the defects on all sales.

11. Member Celestial Shop

11.1 Celestial Shop role

Celestial Shop is the DiscUs member marketplace. It allows eligible users to create listings, communicate, make offers, arrange sales or trades, and record completed transactions. Creating Celestial Shop listings is limited to Silver plan users and above unless DiscUs expressly allows otherwise. Unless a listing clearly states that DiscUs is the seller, Celestial Shop listings are created by users, not by DiscUs.

Celestial Shop is peer-to-peer only. For Celestial Shop transactions, DiscUs is not the buyer, seller, owner, agent, auctioneer, broker, escrow provider, payment processor, shipping provider, insurer, tax adviser or guarantor. We do not take custody of Celestial Shop goods or Celestial Shop payments.

A Celestial Shop transaction is between the buyer and seller. The parties are responsible for price, condition, authenticity, title, payment, pickup, postage, tracking, packaging, insurance, chargebacks, refunds, returns, tax, customs, compliance and dispute resolution.

If a Celestial Shop seller is acting in trade or commerce, that seller may have obligations under the Australian Consumer Law and other laws. Private sales may have different legal treatment. DiscUs does not remove any obligations that apply to a seller or buyer.

11.2 Listing rules

You may only list items that you have the right to sell or trade. Listings must be accurate, lawful and not misleading. You must disclose material condition issues, missing discs, missing inserts, playback problems, counterfeit risk, region restrictions, disc rot, damaged cases, water damage, smoke exposure, ex-rental status, reseals, reproductions, bootlegs, aftermarket artwork, replaced cases, and any other matter that would reasonably affect a buyer's decision.

We may remove, hide, downrank, limit, expire, moderate or suspend listings that we reasonably consider inaccurate, unlawful, unsafe, infringing, fraudulent, spammy, offensive, prohibited, high-risk, misleading, inactive, duplicate, price-manipulative, abusive or inconsistent with the Celestial Shop's purpose.

You must not list stolen goods, counterfeit goods, illegal goods, recalled unsafe goods, pirated media, unauthorised copies, age-restricted goods where unlawful, goods you do not possess or control, goods that infringe intellectual property rights, or goods that create unacceptable legal, safety or platform risk.

11.3 Offers, chats and completion

Celestial Shop chat and offer tools help users communicate, but DiscUs does not guarantee that any offer, acceptance, trade, sale, shipping promise or off-platform arrangement will be completed or enforceable. Users should keep appropriate records, use safe payment and delivery methods, and avoid sharing unnecessary personal or financial information.

When a seller marks a Celestial Shop item as sold or completed, DiscUs may use the sale metadata, including de-identified or aggregated price, format, condition and sale timing data, to improve community pricing, valuation tools, market insights, fraud detection and product features.

Celestial Shop disputes should first be handled between buyer and seller. We may assist, moderate, request evidence, restrict accounts, hide content or preserve records, but we are not required to adjudicate every dispute and do not guarantee a recovery, refund or outcome.

12. Community spaces, forum posts and communications

DiscUs may provide forums, DiscUrse-style posts, comments, polls, votes, bookmarks, mentions, profile pages, showcases, listing chats, direct messages, buyer/seller messages, support chats, moderation chats and other communication tools.

Community and communication features exist to support collectors, buyers, sellers and fans. They are not private legal, financial, medical, counselling, emergency, regulated advice or crisis support channels.

You are responsible for what you post, upload, send, list, vote on, report, link to or otherwise make available. You must use judgement before sharing personal information, shipping information, photos, order information, collection data, prices, offers or contact details.

We may review, preserve, access or disclose communications and related metadata where reasonably necessary for moderation, safety, support, fraud prevention, legal compliance, dispute handling, platform integrity, security investigation, account recovery or enforcement of these Terms. We will handle personal information in accordance with our Privacy Policy and applicable law.

Community areas may have category-specific rules, minimum plan requirements, locks, pinned posts, hidden posts, edit windows, file limits, image limits, moderation queues, voting rules, reporting rules or participation limits. We may change these controls to protect users and the quality of the community.

13. Burn Box and temporary privacy features

Burn Box and similar temporary privacy features may allow users to share limited information in a short-lived session. These features are designed for convenience and privacy-aware sharing, but they are not a guarantee of secrecy, security, anonymity, non-disclosure or legal privilege.

Burn Box content may be technically designed to expire quickly and may not be recoverable by DiscUs after expiry. You are responsible for deciding whether to use it. You should not use Burn Box for illegal content, threats, abuse, exploitation, regulated transactions, payment secrets, passwords, seed phrases, identity documents, medical information, highly sensitive information, or anything where loss, screenshotting, copying or disclosure would cause serious harm.

Other users may screenshot, copy, photograph, memorise, record, misuse or disclose information before it expires. We cannot guarantee that another user will not retain or misuse information. If you need formal confidentiality, use a proper legal agreement and a suitable secure channel outside DiscUs.

Because Burn Box content may be non-recoverable, DiscUs may be unable to retrieve it for you, restore it, verify it, moderate it after expiry or use it to resolve a dispute. You use these features at your own risk, subject to your non-excludable rights.

14. User content and licences

14.1 Your content

User content includes anything you upload, submit, create, post, list, display, send, store or make available through DiscUs, including text, display names, bios, avatars, photos, videos, forum posts, comments, polls, votes, listing descriptions, prices, condition notes, messages, reports, reviews, collection notes, custom item data and support messages.

You retain ownership of your user content, subject to any rights owned by others. You are responsible for ensuring that you have all rights needed to submit the content and grant the licence below.

14.2 Licence to DiscUs

You grant DiscUs a worldwide, non-exclusive, royalty-free, transferable and sublicensable licence to host, store, copy, display, perform, publish, distribute, transmit, format, reformat, resize, crop, adapt, moderate, remove, translate, index, cache, backup, analyse and otherwise use your user content to operate, provide, improve, protect, promote and support the Service.

This licence allows us to show your public profile, listings, posts, comments, images, votes, badges, frames, collection showcases and other public content to other users and visitors; to deliver messages to intended recipients; to process reports; to create previews or thumbnails; to preserve evidence; to comply with law; and to improve safety, search, discovery, support, pricing and product features.

The licence ends when your content is deleted from active public display, except that copies may remain where reasonably necessary for backups, caches, legal compliance, dispute handling, fraud prevention, safety, moderation evidence, audit logs, order records, de-identified analytics, aggregated statistics, or where the content has been shared with others and they have not deleted it.

14.3 Content standards

You must not submit content that is unlawful, infringing, misleading, defamatory, harassing, hateful, threatening, exploitative, sexually explicit where prohibited, abusive, invasive of privacy, spammy, malicious, fraudulent, counterfeit-promoting, unsafe, or otherwise in breach of these Terms.

You must not upload images or other content unless you have the right to do so. You must not upload personal information about another person without permission or lawful basis. You must not use DiscUs to dox, threaten, shame, blackmail, stalk, harass or exploit another person.

We may remove, hide, restrict, label, downrank, blur, disable, report, preserve or refuse content where we reasonably consider it breaches these Terms, creates legal or safety risk, harms community quality, infringes rights, is abusive, or interferes with DiscUs. DiscUs uses sophisticated abuse software that transfers all law-breaking activity to the correct legal departments.

15. Acceptable use

You must use DiscUs lawfully, honestly and respectfully. The Acceptable Use Policy in Schedule A forms part of these Terms.

Without limiting Schedule A, you must not:

- break the law, encourage unlawful conduct or use DiscUs to facilitate unlawful transactions;
- harass, threaten, abuse, bully, stalk, dox, intimidate, sexually exploit, blackmail, impersonate or target another person;

- post or send hate speech, slurs, violent threats, severe sexual content, child exploitation material, self-harm instructions, terrorist or extremist content, or other content that DiscUs reasonably considers unsafe or unlawful;
- scam, defraud, mislead, manipulate prices, create fake demand, fake sales, fake reports, fake accounts, fake listings, fake identities or fake evidence;
- sell or promote counterfeit, pirated, stolen, recalled, dangerous, unlawful or infringing goods;
- scrape, crawl, harvest, bulk download, train models on, reverse engineer or commercially exploit DiscUs data without written permission;
- bypass, probe, attack, interfere with or test DiscUs security, rate limits, payment controls, API limits, moderation controls, authentication systems or infrastructure without written permission;
- upload malware, tracking code, credential harvesters, malicious links, spam, scams, phishing content or harmful files;
- misuse reports, appeals, support, refunds, chargebacks, cancellation requests, Burn Box, guest order tokens, Celestial Shop chats, votes, polls, DiscOs or promotions;
- use DiscUs to collect personal information from users for purposes they have not agreed to; or
- help someone else do anything prohibited by these Terms.

16. Reports, moderation and enforcement

16.1 Reports

DiscUs may allow users to report profiles, avatars, listings, messages, forum posts, comments, DiscUrse content, Celestial Shop conduct or other activity. Reports must be genuine and made in good faith. You must not submit false, malicious, spammy, retaliatory, misleading or abusive reports.

We may use reports, automated signals, user evidence, staff review, platform logs, message history, listing records, order records, payment signals and other relevant information to assess safety, fraud, legal, Celestial Shop or rule issues. In severe categories, content may be automatically hidden or restricted pending review.

16.2 Enforcement powers

We may take enforcement action where we reasonably believe it is necessary or appropriate to protect users, DiscUs, the community, the Celestial Shop, payment systems, shop fulfilment, legal compliance, safety, security, infrastructure, intellectual property, trust, evidence or the integrity of the Service.

Enforcement action may include:

- warning you or asking for more information;
- hiding, editing, labelling, downranking, locking, deleting or refusing content;

- removing or expiring listings;
- limiting or disabling messages, reports, listings, shop checkout, offers, uploads, votes, posts, exports, scans, API access, Galaxy Hub access, Celestial Shop access, DiscOs, rewards, badges or paid features;
- placing your account into a moderation lock that restricts normal use until an admin review or moderation conversation is resolved;
- temporarily suspending your account for a defined period;
- terminating your account permanently for serious, repeated or high-risk breaches;
- cancelling, pausing, refunding, investigating or refusing orders where lawful and reasonably necessary;
- preserving, disclosing or providing information where required by law, a payment provider, a carrier, a regulator, a court, or a legitimate safety/security process;
- blocking devices, IP addresses, payment methods, email domains, addresses, guest tokens or technical identifiers where reasonably necessary; and
- taking any other lawful action reasonably necessary to protect legitimate interests.

16.3 Serious breaches and immediate action

For serious rule breaking, we may suspend, lock or terminate your account immediately and without prior warning where prior notice would be impractical, unsafe, unlawful, likely to preserve harm, likely to enable evidence destruction, likely to enable further abuse, or likely to put users, DiscUs or third parties at risk.

Serious breaches may include threats, harassment, hate speech, child exploitation, terrorism endorsement, sexual exploitation, scams, Celestial Shop fraud, payment fraud, chargeback abuse, stolen goods, counterfeit or pirated goods, doxxing, impersonation, ban evasion, malicious automation, security attacks, unauthorised scraping, malware, illegal conduct, repeated abuse after warning, or conduct that exposes DiscUs or users to significant legal, safety, financial, reputational or operational risk.

For less serious issues, we may choose to warn you, educate you, ask you to fix the issue, restrict a feature or apply a temporary action before termination. We are not required to apply enforcement steps in a fixed order.

16.4 Appeals

You may contact us to ask for review of a moderation action. You should provide your account email, relevant listing/order/message/post identifiers, a clear explanation and any evidence. We may decline appeals that are abusive, repetitive, bad-faith, unsafe, legally constrained, already reviewed, or clearly without merit.

An appeal does not automatically pause an enforcement action. We may maintain restrictions while we review the issue. We may also correct mistakes, reduce penalties, restore content, extend restrictions, terminate accounts, or refer matters externally where justified.

17. Account suspension, termination and deletion

You may stop using DiscUs at any time. Where account deletion is available, deletion is permanent for many account-linked records and may not be reversible. Before deleting your account, you should export anything you need where export is available.

We may suspend or terminate your account where permitted by law if you materially or repeatedly breach these Terms, create unacceptable risk, misuse the Service, fail to pay, engage in fraud, evade enforcement, infringe rights, threaten users, attack the platform, breach Celestial Shop or shop rules, or where we are required or reasonably directed to do so by law, a payment provider, a carrier, a regulator, a court or a security process.

If we terminate your account for serious breach, you must not create another account or access DiscUs without our written permission. We may block new accounts that we reasonably believe are connected to a terminated or banned account.

Account deletion, suspension or termination may not delete all information immediately. We may retain, anonymise or preserve information where reasonably necessary for legal compliance, tax, accounting, audit logs, fraud prevention, security, dispute handling, Celestial Shop evidence, order fulfilment, refunds, chargebacks, safety, enforcement records, backups, caches, de-identified analytics, aggregated statistics or legitimate business records.

Termination does not affect rights and obligations that should reasonably survive termination, including payment obligations, refunds, consumer guarantees, user content licences for retained/shared content, liability limits, indemnities, dispute clauses, records retention and enforcement rights.

18. Privacy, data and security

Our Privacy Policy explains how we collect, use, disclose, store, secure, retain and delete personal information. You should read it carefully. By using DiscUs, you acknowledge that DiscUs will handle personal information in accordance with the Privacy Policy and applicable law.

DiscUs may collect or process information such as account details, display names, profile content, country, collection data, wishlist data, scan activity, listing data, Celestial Shop messages, order data, shipping details, support requests, reports, moderation evidence, device and usage data, payment status, subscription status, notifications and technical logs.

We use reasonable administrative, technical and organisational measures to protect the Service, but no online service is perfectly secure. You must not use DiscUs as your only copy of important information, and you should avoid sharing sensitive information unless necessary.

If we become aware of an eligible data breach under laws that apply to DiscUs, we will take steps required by law, which may include notifying affected individuals and the Office of the Australian Information Commissioner where the law requires it.

You must not use DiscUs to collect, store, expose or misuse another person's personal information. If you receive another user's information for a Celestial Shop transaction or order-related purpose, you must use it only for that purpose and protect it from misuse.

19. Third-party services and data

DiscUs may rely on or link to third-party services, data sources and infrastructure, including payment processors, authentication providers, database providers, cloud hosting, image storage, media metadata providers, barcode databases, pricing data sources, retailer links, shipping carriers, map/address services, email services, analytics services, push notification providers and AI-assisted tools.

Third-party services may have their own terms, privacy policies, fees, outages, rate limits, content rules, eligibility rules and data practices. We are not responsible for third-party services except to the extent the law makes us responsible.

Third-party metadata, barcode data, movie data, retailer prices, Celestial Shop prices, sold-item data, images, posters, backdrops, product details, availability, shipping estimates and external links may be incomplete, delayed, inaccurate, unavailable or subject to usage restrictions.

References to third-party brands, stores, services, APIs, products, trademarks, movie data providers, retailers or Celestial Shop sources do not imply endorsement, sponsorship, affiliation or approval unless expressly stated.

If a third-party service is unavailable, changes its terms, changes its pricing, changes its API, blocks access, returns bad data or stops supporting a feature, we may modify, limit, pause or remove related DiscUs features.

20. Pricing, valuation, deal scores and AI-assisted tools

DiscUs may provide pricing estimates, deal scores, collection valuations, sale history, retailer links, listing comparisons, Celestial Shop insights and AI-assisted suggestions. These tools are for general informational and entertainment purposes. They are not financial advice, investment advice, insurance valuation, tax advice, professional appraisal, guaranteed resale value or a promise that an item will buy or sell at a particular price.

Prices and values can change quickly and may depend on condition, completeness, region, edition, demand, seller reputation, shipping, fees, timing, scarcity, authenticity, listing quality and other factors. You should make your own decision before buying, selling, trading, insuring or valuing an item.

AI-assisted and automated tools can make mistakes, misread covers, misread barcodes, hallucinate metadata, mismatch editions, duplicate items, suggest wrong formats, misclassify condition or return incomplete results. You are responsible for reviewing and correcting important information before relying on it.

We may use caching, throttling, fallback providers, manual review, model updates, community correction tools and data quality controls, but we do not guarantee perfect accuracy or availability.

21. Intellectual property

DiscUs, including its name, branding, interface, design, code, databases, workflows, icons, copy, layouts, product concepts, features, community systems, badges, frames, DiscOs system, pricing tools and other materials, is owned by DiscUs or its licensors and is protected by intellectual property laws.

Subject to these Terms, we grant you a limited, revocable, non-exclusive, non-transferable licence to access and use DiscUs for personal, non-commercial collection, community, Celestial Shop and shop purposes, or other purposes we expressly allow.

You must not copy, reproduce, modify, adapt, distribute, sell, licence, scrape, mirror, frame, reverse engineer, decompile, create derivative works from, train models on, commercially exploit or interfere with DiscUs except as allowed by law or with our written permission.

If you believe content on DiscUs infringes your intellectual property rights, contact us with sufficient detail to identify the work, the allegedly infringing content, your rights, your contact details and the remedy requested. We may remove or restrict content while reviewing a complaint.

22. Service availability, changes and beta features

DiscUs may be unavailable, interrupted, delayed, degraded or changed due to maintenance, updates, migrations, outages, cyber incidents, provider issues, capacity limits, network failures, payment provider issues, carrier issues, third-party API issues, legal constraints, abuse controls or events outside our reasonable control.

We may change, suspend, retire or limit features where reasonably necessary for security, legal compliance, cost control, reliability, third-party changes, product direction, abuse prevention, low usage, technical debt, operational burden, user safety, business viability or community quality.

Where a change materially and adversely affects a paid feature you have already paid for, we will try to give reasonable notice or provide a lawful remedy where required. We may make urgent changes without prior notice where needed for security, legal, fraud, payment, safety or operational reasons.

Beta, experimental, coming-soon, hidden, preview or early-access features may be unstable, incomplete, unavailable, rate-limited, changed or removed at any time. You should not rely on beta features for critical workflows.

23. External links and user interactions

DiscUs may contain links to external websites, stores, payment pages, carrier pages, map pages, media databases, retailer pages, community profiles or user-provided URLs. External links are provided for convenience. We do not control external sites and are not responsible for their content, availability, pricing, security, privacy practices or conduct.

You are responsible for your interactions with other users. Use caution when meeting, buying, selling, trading, sharing addresses, sharing payment details or moving conversations off-platform. DiscUs cannot guarantee another user's identity, item condition, payment reliability, shipping behaviour, safety or honesty.

24. Liability and disclaimers

To the maximum extent permitted by law, and subject always to clause 2 and your non-excludable rights, DiscUs is provided on an as-is and as-available basis. We do not guarantee that the Service will be uninterrupted, error-free, secure, compatible with every device, free of harmful components, accurate, complete, available forever, or suitable for every purpose.

To the maximum extent permitted by law, DiscUs is not liable for indirect, consequential, special, incidental, exemplary or punitive loss, loss of profit, loss of revenue, loss of goodwill, loss of data, loss of opportunity, loss of bargain, loss of anticipated savings, Celestial Shop loss, resale loss, collection valuation loss, emotional distress, reputational harm, or losses caused by third-party services, other users, external links or events outside our reasonable control.

Where liability cannot be excluded but can be limited, our liability is limited to the maximum extent permitted by law, including, where permitted, to resupplying the service, paying the cost of resupplying the service, replacing goods, supplying equivalent goods, repairing goods, paying the cost of replacement or repair, or refunding the amount paid for the relevant goods or services.

Nothing in these Terms limits liability that cannot lawfully be limited, including liability for certain consumer guarantees, fraud, wilful misconduct, or other liability that applicable law does not allow us to exclude or limit.

25. Indemnity

To the maximum extent permitted by law, you indemnify DiscUs and its officers, employees, contractors, service providers and representatives against loss, liability, damage, cost and expense arising from your breach of these Terms, your unlawful conduct, your user content, your Celestial Shop listings, your Celestial Shop transactions, your misuse of personal information, your infringement of third-party rights, your fraud, your payment abuse, your security misuse, or your interactions with other users.

This indemnity does not require you to indemnify DiscUs for loss caused by DiscUs' own fraud, wilful misconduct, negligence, breach of law, or breach of a non-excludable consumer guarantee to the extent the law prevents that.

26. Complaints and disputes

If you have a problem with DiscUs, a shop order, a paid feature, a moderation action, a report, a Celestial Shop interaction or another user, contact us first so we can try to understand and resolve it.

For first-party shop and paid-service issues, provide your account email, order number, subscription details, screenshots, photos, delivery information and a clear description of the issue. For Celestial Shop issues, provide the listing, conversation, offer, evidence and steps already taken with the other user.

We may ask for reasonable information to verify your identity, account ownership, order ownership, guest token access, payment status, shipping status or report details before taking action.

Celestial Shop disputes remain primarily between buyer and seller unless DiscUs is the seller. We may assist where reasonable, but we are not required to provide refunds, compensate users or decide all disputes between users.

These Terms do not prevent you from contacting a consumer protection regulator, the Office of the Australian Information Commissioner, a court, tribunal or another authority where you have the right to do so.

27. Changes to these Terms

We may update these Terms from time to time. We may do so for reasons including changes to DiscUs features, paid plans, shop operations, Celestial Shop features, laws, regulations, third-party services, security needs, abuse patterns, payment processes, shipping processes, community standards or business operations.

If a change is material, we will take reasonable steps to notify users, such as by updating the date, posting a notice in the Service, sending an email, showing an in-app notice or requiring acceptance. For urgent legal, security, safety, fraud or operational changes, the update may take effect immediately.

Your continued use of DiscUs after updated Terms take effect means you accept the updated Terms. If you do not accept them, you must stop using DiscUs and may cancel your subscription or request account deletion where available. Any rights you already have under the Australian Consumer Law remain unaffected.

28. Governing law

These Terms are governed by the laws of Western Australia and the Commonwealth of Australia, without regard to conflict-of-laws rules.

You and DiscUs submit to the non-exclusive jurisdiction of the courts of Western Australia and the federal courts of Australia. This does not limit any rights you may have under applicable consumer protection laws to bring a claim in another permitted forum.

29. Contact

Primary public contact: support@disc-us.com.au. Privacy contact: privacy@disc-us.com.au.

Legal/refunds/copyright contact: info@disc-us.com.au.

When contacting DiscUs, include enough information for us to understand and verify the issue, such as your account email, display name, order number, listing ID, message ID, screenshot, payment reference, delivery details or report ID where relevant. Do not send passwords, payment card numbers or unnecessary sensitive information.

Schedule A - Acceptable Use Policy

This Acceptable Use Policy protects DiscUs users, staff, community spaces, Celestial Shop integrity, shop fulfilment, payment systems, infrastructure and legal compliance. Examples are illustrative and do not limit our enforcement rights.

A1. Safety and respect

- No harassment, bullying, threats, intimidation, stalking, doxxing, targeted abuse, mobbing, humiliation campaigns or unwanted sexual attention.
- No hate speech, slurs, dehumanising content, praise of violence or attacks based on protected attributes such as race, colour, ethnicity, nationality, religion, sex, sexual orientation, gender identity, disability, age or similar attributes.
- No child sexual exploitation material, sexualised content involving minors, grooming, sextortion, trafficking, non-consensual intimate imagery, revenge porn or sexual coercion. We may report suspected illegal material to appropriate authorities.
- No credible threats of violence, instructions for serious harm, promotion of terrorism or violent extremism, or content that encourages self-harm or suicide.
- No publication of another person's address, phone number, email, order details, payment information, identity documents, private messages or other personal information without permission or lawful basis.

A2. Celestial Shop honesty

- Do not list goods you do not own, control or have permission to sell.
- Do not list stolen, counterfeit, pirated, recalled, unsafe, illegal, infringing or misrepresented goods.
- Do not hide material condition issues, missing items, playback defects, region restrictions, modified artwork, reproduction covers, reseals, ex-rental status or authenticity concerns.
- Do not manipulate Celestial Shop price signals through fake sales, self-dealing, collusion, fake accounts, fake offers or false sold records.
- Do not use Celestial Shop chats to run scams, pressure users, avoid evidence, demand unsafe payment methods, threaten negative action, or move users into high-risk off-platform arrangements.

A3. Payments, orders and promotions

- Do not use stolen payment details, unauthorised cards, fraudulent chargebacks, refund abuse, cancellation abuse, fake delivery claims or payment-provider manipulation.

- Do not exploit pricing errors, stock reservation bugs, checkout bugs, guest order tokens, DiscOs calculations, shipping quote errors or promotion mistakes.
- Do not create multiple accounts or use automation to obtain more free quota, rewards, DiscOs, discounts, scans, price checks, promotional entries or Celestial Shop privileges than intended.
- Do not abuse support staff, order request chats, cancellation channels, refund channels or moderation conversations.

A4. Platform integrity

- Do not scrape, crawl, index, harvest, bulk export, mirror, resell or train models on DiscUs data without written permission.
- Do not attack, probe, bypass, interfere with, stress test, fuzz, reverse engineer or attempt unauthorised access to DiscUs, user accounts, APIs, databases, storage, payment flows, rate limits or infrastructure.
- Do not upload malware, credential harvesters, tracking pixels, malicious links, exploit payloads, spam, phishing material or files intended to harm users or systems.
- Do not use bots, scripts, automation, emulators, headless browsers or API clients to manipulate votes, posts, reports, listings, prices, searches, scans, accounts, checkouts or quotas unless DiscUs has given written permission.
- Do not interfere with another user's use of DiscUs, including by spam, flooding, brigading, report abuse, impersonation, misleading usernames, fake moderation claims or fake staff claims.

A5. Content and intellectual property

- Do not upload content that infringes copyright, trade marks, privacy rights, publicity rights, moral rights or other rights.
- Do not post misleading product information, fake reviews, fake evidence, doctored screenshots, defamatory claims or deceptive claims about DiscUs, users, products or transactions.
- Do not use DiscUs branding, staff identities, badges, frames, interface elements or names in a way that suggests false endorsement or authority.
- Do not publish content that is primarily spam, advertising, affiliate farming, referral farming, SEO manipulation, repetitive promotion or irrelevant commercial solicitation.

Schedule B - Moderation and Enforcement Guide

This guide explains likely responses. It is not a promise that every case will be handled identically. DiscUs may escalate or reduce action depending on context, evidence, severity, history, risk, intent, impact and legal obligations.

B1. Low-level issues

Examples: accidental duplicate posts, mild off-topic posting, unclear listing detail, minor username issue, accidental wrong category, isolated low-impact mistake.

Possible action: reminder, edit request, content move, temporary content hide, listing correction request, feature guidance or no action.

B2. Medium issues

Examples: repeated off-topic posting, spammy behaviour, misleading listing omissions, rude support conduct, report misuse, minor Celestial Shop non-performance, repeated quota workarounds, community disruption after warning.

Possible action: warning, feature restriction, listing removal, temporary mute, temporary Celestial Shop restriction, moderation lock, temporary suspension, loss of DiscOs or reversal of benefits.

B3. Serious issues

Examples: harassment, threats, scams, impersonation, counterfeit goods, stolen goods, payment fraud, chargeback abuse, doxxing, hate speech, severe sexual content, ban evasion, malicious automation, security probing, repeated medium issues, evidence tampering, or conduct creating high legal/safety risk.

Possible action: immediate account lock, temporary or permanent suspension, content removal, listing removal, order cancellation where lawful, preservation of evidence, payment-provider report, carrier report, regulator report, law enforcement report or permanent ban.

B4. Extreme issues

Examples: child exploitation, credible violence threats, extortion, malware, large-scale fraud, account takeover, payment theft, trafficking, coordinated harassment, serious security attack, legal compulsion, terrorism material or serious harm risk.

Possible action: immediate permanent termination, evidence preservation, blocking related identifiers, external reporting, refusal of appeal where unsafe or legally constrained, and any other lawful protective step.

B5. Moderation locks

A moderation lock may restrict normal account use while allowing limited communication with DiscUs staff. A lock can be used to gather facts, reduce harm, complete a safety review, resolve a Celestial Shop issue, handle a report, or prevent further activity until conditions are met.

Failure to engage honestly with a moderation lock, abusive conduct during a lock, evidence destruction, continued harm or evasive behaviour may result in suspension or termination.

Schedule C - First-party Shop Returns and Cancellations Policy

This policy applies only to goods sold by DiscUs directly through the first-party shop. It does not apply to Celestial Shop transactions unless DiscUs is the seller.

C1. Before you buy

- Check the format, region compatibility, condition, inclusions, photos, delivery option, price, shipping cost, signature requirement and estimated delivery time before paying.
- For used goods, read condition notes carefully. Used products may have reasonable wear consistent with their age, price and disclosed condition.
- If a specific issue is disclosed before purchase, that issue may not be a failure under the Australian Consumer Law merely because it exists.
- If you need a product for a specific purpose, contact us before purchase so we can tell you whether it is suitable. If we say it is not suitable and you buy anyway, the fit-for-purpose guarantee may not apply to that purpose.

C2. Change of mind

DiscUs does not offer change-of-mind returns. Australian consumer law generally does not require a business to provide a refund for change of mind, and DiscUs does not accept change-of-mind returns unless DiscUs chooses to offer a goodwill solution or the law requires a remedy.

C3. Damaged, faulty or incorrect goods

If goods arrive damaged, faulty, incorrect, incomplete or materially different from their description, contact us as soon as practicable with photos, packaging photos, order details and a clear explanation. Keep the item and packaging until we tell you what to do next.

If the problem is confirmed and the Australian Consumer Law requires a remedy, we will provide the remedy required by law. This may include refund, replacement, repair, reimbursement of reasonable return postage, or another lawful remedy depending on the problem.

C4. Delivery problems

If tracking shows a delivery problem, contact us promptly. We may need to investigate with the carrier. If a parcel is delayed, lost or damaged due to a carrier issue, our obligations will be assessed under applicable law and the shipping service used.

If the problem was caused by an incorrect address, failure to collect, unsafe delivery instruction or refusal of delivery, you may be responsible for reasonable re-delivery, return or handling costs, subject to your rights under law.

C5. Refund timing

Approved refunds are usually returned to the original payment method. Bank, card and payment-provider processing times may vary. We may wait until returned goods are received or evidence is verified where lawful and reasonable.

Schedule D - Celestial Shop Code

This code applies to all Celestial Shop buyers, sellers and traders.

D1. Seller commitments

- List only items you own, possess and are legally able to sell or trade.
- Describe condition honestly and include clear photos where practical.
- Disclose missing discs, missing inserts, damaged cases, disc scratches, playback issues, region restrictions, ex-rental status, smoke exposure, water damage, reprinted art, reseals, counterfeit concerns and any unusual issue.
- Agree payment, delivery, tracking, pickup and timing clearly before accepting money or goods.
- Package goods reasonably for the delivery method chosen.
- Do not mark items sold unless the transaction actually completed.

D2. Buyer commitments

- Read the listing, photos, condition and seller notes before making an offer.
- Ask questions before purchase if format, region, condition or inclusions matter.
- Use safe payment methods and avoid sending unnecessary personal information.
- Pay promptly if you agree to buy, or communicate quickly if you cannot proceed.
- Do not make fake offers, pressure sellers, harass sellers, reverse payment dishonestly or abuse report tools.

D3. Trades and off-platform arrangements

Trades and off-platform arrangements carry extra risk. DiscUs may not be able to verify what happened outside the Service. Users should keep records, use tracked shipping where appropriate, avoid unsafe meetups, and not share sensitive information.

D4. Celestial Shop disputes

If a Celestial Shop dispute arises, communicate respectfully and provide evidence. DiscUs may review messages, listings and related data, but does not guarantee recovery, refund, compensation or a specific outcome.