

# **Crownworks Platinum Service – Customer Policy & Compliance Statement**

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**All customers purchasing the Platinum Service must review and acknowledge the following policies before their order can proceed. These policies ensure clarity, protect both the customer and the service provider, and maintain the standards expected across the Crownworks licensing network.**

### **Identification of Your Service Provider**

**Every customer must confirm the identity of their service provider before work begins. Although all Platinum Service licences are issued through Crownworks, this does not automatically mean Crownworks is the provider delivering your order. Customers must state the server, store page, or platform where they originally found and purchased the service. If the purchase was made directly through the Crownworks store page or Discord server, Crownworks will manage the order. If the service was purchased elsewhere, the order is likely being fulfilled by one of Crownworks' authorised PayHip affiliates, such as Clifton Studios. Correct identification ensures your order is routed to the appropriate team without delay.**

### **Refund and Support Policy**

**By continuing with your order, you acknowledge that the Platinum Service is non-refundable once delivered. Crownworks**

**does not issue refunds or replacements for work completed by third-party affiliates, and any issues relating to the chassis, scripting, or delivery must be raised directly with your confirmed service provider. If a provider becomes unresponsive, blocks communication, or refuses to assist, customers may escalate the matter to Crownworks, who will intervene as the licensor of the service. Crownworks does not accept responsibility for incorrect or incomplete work carried out by affiliates, but will make reasonable efforts to support customers where possible. This structure ensures accountability while protecting the integrity of the licensing system.**

#### **What the Platinum Service Includes**

**The Platinum Service provides a fully scripted and feature-complete vehicle package. This includes a fully scripted chassis, fully scripted interior and exterior lighting systems, fully scripted doors, and full tri-axle support. The service is compatible across console, PC, and mobile platforms, ensuring accessibility for all players. These inclusions apply universally, regardless of which authorised provider delivers the service.**

#### **Next Steps for Customers**

**After reviewing these policies, customers must contact their service provider to begin the delivery process. If you are unsure who your provider is, you may join the Crownworks Discord server, where staff will identify your provider within 24 hours and connect you with them. If Crownworks is confirmed as your provider, your order will begin immediately. This process ensures that all orders are correctly assigned and prevents delays caused by miscommunication or incorrect assumptions about provider identity.**

### Authorised Service Providers

**Crownworks recognises only two authorised providers for the Platinum Service: Crownworks, operated by Rolex, and Clifton Studios, operated by big\_alf211. Customers must ensure they are working with one of these approved providers to guarantee legitimacy, licensing compliance, and access to official support channels. Working with unauthorised sellers may result in invalid licences, unsupported products, or refusal of service.**

### Reporting Issues or Provider Concerns

**If a customer experiences issues with a provider or wishes to report misconduct, they may do so through the Crownworks or Clifton Studios Discord servers. All reports are handled confidentially and remain anonymous. This reporting system protects customers while maintaining high standards across the service network.**

### Delivery Information

**Delivery times vary depending on order volume and the provider responsible for fulfilling the service. Crownworks cannot guarantee delivery timeframes for external providers, as they operate independently, but all orders are processed through Crownworks to ensure legitimacy and traceability. Payments are routed through the Crownworks PayHip store to protect customers from fraudulent or unauthorised sellers. Orders handled directly by Crownworks or Clifton Studios typically aim for a delivery window of three to seven days from the moment a**

**support ticket is opened. To avoid delays, customers must ensure  
the**

