

The Cost of War

Frequently Asked Pricing Questions

1. Why do you use a Pay to Play model rather than the same one-time fee model you use in your other online games?

Because our prior experiences with the download for a flat-fee model showed us that the economics wouldn't work for a game like Memoir '44 Online.

2. Why don't you simply sell additional packs of scenarios as one-time fee upgrades?

For the above-stated reason, and because the scenario-driven nature of the game would cause a fragmentation of the customer base that would make this model break down: you would soon find yourself with not enough opponents having purchased the same scenario packs you did, making it difficult to find a match.

3. Why do some scenarios cost more Gold Ingots than others?

Because if the cost of all scenarios was always the same, we'd never get around to coding some of the most complex ones, in the long run... The difference in cost between any 2 scenarios is minimal though - in the base game, half of the scenarios cost 2 Gold Ingots, and the other half cost 3.

In the future, we may introduce some scenarios that cost as little as 1 Gold Ingot, or as high as 4 or 5, but these would remain the exception, not the rule - if at all!

4. If I buy one of your War Treasure packs, will my Gold Ingots ever expire?

No, they won't.

5. Why are your War Treasure packs the same nominal prices in Euros and Dollars?

To keep things simple; currency rates fluctuate a great deal, and we need to account for VAT sales taxes - 19% or higher, in many European Countries!

6. If I buy the Major Pack, can I use the \$ 30 / € 30 coupon that comes with it to buy some more Gold Ingots, or just physical games?

Yes, you can use your coupon to buy a Captain Pack - or even apply it toward buying a second Major Pack!

To do so, simply make sure to purchase your new Pack from this page <http://www.daysofwonder.com/memoir44-online/en/gold-ingots/> on the Memoir '44 Online web site, because the in-game store doesn't support coupons yet.

7. I bought the Major Pack but already have the Memoir '44 board game and all its expansions. Can I use my coupon to buy another game such as Ticket to Ride or Small World?

Yes, you can. Just remember that unlike Gold Ingots, Coupons are only valid for 1 year from your last date of purchase. If a Coupon is about to expire, we will let you know; purchasing anything on our web store will extend your Coupons' life for another full year.

8. I lost some Gold Ingots because of a bug. Can I get reimbursed?

If you cannot complete a game because of a bug, nor resume it within 15 minutes, your account will be automatically credited back with the Gold Ingots you had spent.