

Conan Exiles: Official Server Terms of Use

Official servers - Terms of conduct, guidelines and procedures

Please read

Greetings Exiles,

Conan Exiles has over a thousand official servers, divided between three platforms (PC, Xbox, PlayStation) and several regions. These servers come as a free service to all our players who want to participate in the online experience of the game and do not feel like delving into the intricacies of joining a private server or hosting one of their own. This comes with the caveat of us not being able to monitor every server all the time, nor have any active admins or Gamemasters.

It is inevitable that, at some point, tensions arise and some players opt for unfair ways to tip a server's balance or find ways to limit the access and enjoyment for other people. We would love if this wouldn't happen, but in certain situations it is necessary for us to intervene in order to guarantee a certain level of stability, fair play and enjoyment for the majority of players.

This is the current set of rules of conduct we have established for official servers to ensure the smoothest experience possible. **By playing on an Official server you agree to follow the rules below.** Please make sure you are aware of them and help us reinforce them by reporting any possible infractions to our team.

Please be aware that this set of rules is not extensive, complete, nor covers every possible situation. We reserve the rights to add any changes or resolve a situation at our own discretion.

Hacks and Exploits

The use and abuse of hacks and exploits on official servers is not tolerated.

Hacks are uses and abuses of third-party programs that inject code and modify aspects of the game to provide unfair advantage against other players. For instance: super speed, hitbox detection, wallhacks and server DDoS.

Exploits are uses and abuses of game mechanics to obtain an unfair advantage over other players including creating a detrimental play experience. For instance, item duplication, stashing of materials under the world terrain (undermesh), crashing servers or other player's clients, accessing forbidden areas of the game and abuses of the building system of the game to negatively impact server and client performance.

Harassment and griefing

When playing on official servers, please stick to a general set of guidelines of basic decency, such as treat others as you would like to be treated.

If you're experiencing harassment and griefing in-game, please be aware that there are tools in-

game put in place to help you improve your experience such as muting.

However, there might be cases we may intervene against if some lines of basic human decency are crossed, for instance:

- Offensive and defamatory chat and user created content of racial, sexual, hateful, illicit or of other nature. This extends to character names, guild names, in-game signs and so on.
- Terrorist and criminal glorification. This extends to character names, guild names, in-game signs and so on.
- Personal threats, doxing, stalking. Please also make sure to get in touch with the local authorities in such similar cases.
- Impersonation of Funcom employees or staff.

Regarding the building system, although freedom is encouraged through the sandbox mechanics of the game, please remember that there are other players sharing the server with you. We reserve the rights to act upon in cases we deem necessary, such as but not limited to:

- Blocking of content in the game, such as dungeons, resources and other areas of the game.
- Abuse of the claim system (claim spam) where blocks are placed for no other purpose than to prevent other player's access to resources and building spots.
- Irresponsible abuses of the building system leading to loss of performance both on client and server-side.
- Special consideration against these cases will be taken in PVE and PVE-Conflict servers.

There will be no refunds of materials or inventories should you or your clan be affected by an admin intervention.

Clan and personal responsibility

It falls under your responsibility to make sure not to break any of these guidelines and when in doubt, please contact any of our staff in our forums.

It also falls under your responsibility to make sure no one in your clan is abusing game mechanics or partaking in continued harassment. Do not associate under any circumstances with players you suspect are hacking, exploiting or abusing any of the guidelines above. If you suspect any of them are partaking in such actions, please report them to our staff and distance yourself or your clan from these players.

It is also your responsibility to know which clans you're currently a member of, on any official server. If you are not going to be active in a server, please remember to leave the clan or ask to be kicked from it after a certain period of time.

Ignorance to these actions and guidelines will not be taken in consideration when appealing any possible restrictions put in place against your account due to this oversight.

Circumventing a ban

Avoiding or circumventing a ban on your account by any means, including but not limited to creating alternate accounts, using Family Share, or other similar methods, will result in a harsher restriction against your account and forfeiting any chance of being able to appeal in any way against your suspensions.

Duration of a ban

In many situations, we will proceed with a temporary ban as a way to warn and deter against repeating infractions.

In cases of undermeshing, we will proceed with 7 or 14 day bans depending on the extent of the abuse.

In cases of server walling or locking access to large chunks of content in one or several servers, the duration of the ban will be of 1 month (4 weeks).

In cases of other forms of abuse and griefing, the bans will range from 3 day to 14 day bans depending on the extent and gravity of the situation to be judged at our discretion.

In cases of exploiting and abusing of in-game mechanics, the bans will range from a duration of 1 week to 1 month depending on the extent and gravity of the abuse.

Hacking and situations deemed as extreme will be met with a permanent ban.

Any repeated infractions will result in exponential durations of any bans previously applied. Any more infractions beyond that will result in permanent, non-appealable bans.

Reporting an infraction

To ensure we can provide the best help we can, please make sure you provide the best information you can at the time of your report. This means relaying as much information, as closer to the truth as you can, to help our team evaluate the situation.

If when analysing the report we find evidence suggesting the information provided was false, tampered with or modified in such a way as to provide a wrongful interpretation, we might proceed to exert disciplinary action against your account.

How to contact us

If you want to report an infraction in any of our official servers, please contact us via Direct Message [in our forums](#). You can do so by going to your profile, selecting Message, and in the recipient field either type in @Community , @Ignasis or @Hugo . Do not tag any other players or members of our community in your reports.

Once you're filling in the report, please make sure to include the following details:

- Platform
- Name of the Server
- A description of the infraction being reported

Irrefutable, veridic proof and evidence to back up your report. This includes, but is not limited to, screenshots, videos, timestamps, names of characters and guilds, profiles.

Make sure to reach us this way to report players, clans or exploits. We won't be able to refund or return any loss of property caused by an infraction or abuse and as a result, any such requests will be dismissed.

If you want to appeal a ban , you will first have to have read these rules and make yourself aware of them. Once you have done that, get in touch with us in the way described above and provide the following details:

- Platform
- Name of the Server
- If on PC, a link to your Steam profile.
- Clan or clan names you used to play in.

Once provided those details please wait until we get back to you. When appealing a ban, you might be required to provide any explanations or information we might deem necessary in order to consider the appeal of the ban.

Legacy bans and appeals

Any bans and restrictions applied prior to the announcement of these rules were of permanent manner. Due to the announcement of the new set of rules, any previous bans can be appealed in a case by case basis as long as the infraction for which they were punished is specified in this document to be of a lesser duration.

We reserve the right to not revise the ban at our own discretion.

Disclaimer

We reserve the right to modify these rules in any way we deem necessary and at any moment, including the reasons, offenses and restrictions, as well as their duration, at our own discretion. We will try to communicate any major changes in a way we deem efficient to inform the majority of players.

Conan Exiles does not offer MMO-Like in-game support, and as such we won't be able to refund or return any loss of materials, inventories or any kind of in-game property caused by admin intervention, infractions or other losses caused by gameplay.

As a player on our official servers, you're responsible for having read and accepted these rules, as well as facilitating awareness of them to any other players. Ignorance of these rules will not exempt you, your clan or your account from receiving disciplinary action.