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Virtual collectible Frequently Asked Questions:

1. What is a virtual collectible (aka NFT)?

- Virtual collectibles are unique items attached to a special receipt living on the blockchain. Each virtual collectible released has a unique token ID assigned to it, which anyone can verify their origin, quantity in circulation, and ownership on the blockchain. Some virtual collectibles are tied to real-world redeemables.

2. What's so special about these NFT's? What differentiates them from the others out there?

- Virtual collectibles released by 5HeadGames allow users to play with their collection through our original trading card game called "Enders Gate". No purchase is necessary to start playing Enders Gate, simply visit the game, login, and play. The game is available to play on most web browsers on PC. You can also grab the game for free through the Google playstore, and iOS Testflight.

3. How do I purchase virtual collectibles?

- You can purchase virtual collectibles from one of three official places:

3.1. Retail prices on the 5HeadGames card shop (<https://endersgate.gg>).

3.2. Purchase them securely from other collectors through the 5HeadGames marketplace (<https://marketplace.endersgate.com>)

3.3. Purchase them securely from OpenSea, our partnered marketplace (<https://opensea.io>) Please note, all sales of virtual collectibles on 5HeadGames are final.

4. How do 5HeadGames virtual collectibles affect the environment?

- We mint our virtual collectibles on EVM compatible blockchains, specifically Polygon, and Findora, which use a "proof-of-stake" consensus mechanism. This

is more energy efficient than a “proof-of-work” mechanism. As a result, EVM compatible blockchains, like Polygon and Findora, requires less energy to mint virtual collectibles than it does for you to post an image on Instagram. For more information, visit our partners: <https://polygon.technology/sustainability>.

5. Is a virtual collectible the same thing as cryptocurrency?

- Virtual collectibles and cryptocurrency are generally built using the same type of technology, known as the blockchain, but they aren't the same. Each virtual collectible has a digital signature that makes it unique (non-fungible), like owning a piece of art. Cryptocurrencies are "fungible," meaning that each one is worth the same as any other. For example, one Bitcoin is worth one Bitcoin, just like a \$1 bill is worth the same as any other \$1 bill, whereas one Charizard trading card is not worth the same as any other pokemon card.

6. What is a wallet?

- A wallet is where the virtual collectibles you own are stored. Wallets are like personal storage units located online. And like storage units, each wallet is assigned a unique address where digital goods can be stored. Wallets are secure because each one has unique keys that give the owner access to what's stored in it.

7. How do I get a wallet?

- At 5HeadGames, when you login using an email, a wallet will be created for you and attached to your email using a service called Magic.Link.

Alternatively, you could follow this guide here:

(<https://endersgate.gitbook.io/endersgate/welcome/getting-started/sign-up-using-metamask>) to set up your own wallet not attached to your email. Some popular wallet options include Meta Mask and Coinbase wallet.

8. Can I use my own wallet to manage my 5HeadGames virtual collectibles?

- Yes, follow our guide here:

(<https://endersgate.gitbook.io/endersgate/welcome/getting-started/sign-up-using-metamask>)

Recommendation: We recommend looking into cold storage wallets for long term storage like Ledger.

9. How do I keep my wallet safe?

- Your wallet is considered Non-custodial meaning no one but you has control of it. To keep it secure, make sure you keep your personal Keys and email login details secure. Don't share your login information with anyone. If you suspect that your email password has been compromised, change it immediately. If you're unable to recover your account access, contact support at Support@5headgames.com.

10. What is Polygon?

- Polygon is the blockchain used to mint our virtual collectibles for 5HeadGames. Polygon is a fast, decentralized, popular blockchain, with many partners. It is similar to Ethereum but with extremely low fees and just as secure.

11. Do I need cryptocurrency to buy virtual collectibles?

- Yes. At 5HeadGames virtual collectibles can be bought using supported crypto currencies that have a proven track record.

12. Can I use a credit card to buy virtual collectibles?

- Yes. At 5HeadGames, virtual collectables can be bought using a credit card. To do this, login with email via magic.link and purchase the supported crypto currency to complete your order at checkout.

13. Do any physical products come with your virtual collectibles?

- Some of our virtual collectible drops will include physical products. For more information, see our [News Page](#) for each virtual collectible drop.

14. Do I need a 5HeadGames account to buy virtual collectibles?

- No. You can purchase virtual collectibles from 5HeadGames without creating a 5HeadGames account. To do this, create your own wallet and login to purchase, open packs, and interact with the marketplace. and view your collection.

15. What are drops?

- A drop is the release and sale of a new virtual collectible collection. Each drop has brand-new virtual collectibles that are sold as either single items, or in packs, and sometimes come with a redeemable physical item.

16. Is there a limited amount of virtual collectibles in a drop?

- Yes. Every drop has a fixed number of items that can be minted. You can find this information on our Medium Page for the drop, following our socials where we post these details, and signing up for our newsletter.

17. How do I find out about upcoming drops?

- All upcoming virtual collectible drops will be announced across our website, socials, Discord, and newsletter. Make sure to sign up for our newsletter so you never miss a drop.

18. Where do you announce and promote the release of virtual collectibles?

- All upcoming virtual collectible drops will be announced on our official (verified) social media accounts as well as the official (verified) channels of the brand related to the drop. Announcements are also made on our Discord server, and Medium profile.

19. Do 5HeadGames partners promote virtual collectibles?

- Although our partners and fans may share news about virtual collectible drops we release, the safest way to access our virtual collectibles is to only click on links shared from 5HeadGames; official (verified) social media accounts; and our Discord server.

20. What are packs?

- A pack includes a set number of virtual collectibles you can buy directly from 5HeadGames or from other users if unopened. Packs can be opened, which burns (destroys) the virtual collectible pack from your wallet and mints (creates) the virtual collectibles contained in the pack to your collection. The number of

virtual collectibles in a pack depends on the drop, and is listed on the online shop.

21. What are the steps to buying a pack from 5HeadGames?

- Visit the shop at <https://endersgate.gg/shop> and select the pack you wish to buy while the pack is in stock, and the sale is active. Add your desired amount of packs and you'll be taken to the Cart page from there.

On the Cart page, adjust the quantity (number of packs) you wish to buy (if you want to buy more than one pack), then click "Checkout" on the cart page.

On the Checkout page, complete your order with either your credit card or crypto currency already in your wallet. After buying your pack, you'll be able to see your items in your inventory through the 5HeadGames marketplace.

22. Can I buy multiple virtual collectible packs from a single drop?

- You may buy multiple packs as long as supplies last.

23. How many packs can I purchase at a time?

- Refer to the News Page for each drop in the online shop for details, including potential transaction limits.

24. I purchased virtual collectibles with the wrong email. What should I do?

- Because we support Non-custodial wallets, you can create a new wallet by signing in with the email you wanted to use instead, then send your virtual collectibles to the unique wallet address generated for it. If you have any questions, reach out to our support team via Support@5headgames.com

25. Where do I see my packs?

- You can find packs in your inventory when you login to the marketplace here: <https://marketplace.endersgate.com>.

26. How do I see if I have any unopened packs?

- Go to your inventory page and filter your collection to show unopened packs only.

27. Do unopened packs expire?

- No, you may keep your pack unopened as long as you want.

28. I can't find my packs. What should I do?

- Reach out to support at Support@5headgames.com, or create a ticket in the Enders Discord here: <https://Discord.gg/endersgate>

29. How do I open my packs?

- Visit your inventory in the 5HeadGames marketplace and select your unopened pack. Click the "Open Pack" button. You will be moved to the pack opening section. Next click on the unopened pack once again, then click "Approve" on the blockchain transaction window. Your pack will now open and display the new virtual collectibles.

30. My blockchain transaction to open a pack failed. What should I do?

- If your transaction fails for any reason, you'll still have the unopened pack in your collection. Make sure you're connected to the internet and try opening the pack again.

If you continue having trouble, reach out to us at Support@5headgames.com or open a support ticket in our discord: <https://discord.gg/endersgate>.

31. Where do I find my virtual collectibles after I've opened my packs?

- You can find all of your virtual collectibles in your 5HeadGames inventory. There, you can also view information about each virtual collectible, access the ability to transfer it to other wallets, and even list it for rent or sale for anyone interested.

32. How do I get virtual collectibles from a previous drop?

- You cannot buy virtual collectibles from a previous drop from the shop once it has ended. You can however search for listings of previous drops on the 5HeadGames marketplace and other partnered marketplace like OpenSea.

33. How do I see all the virtual collectibles in a drop?

- All of the virtual collectibles available in a drop are shown on its dedicated drop page in our shop.

34. What are traits?

- Traits are specific aspects that differentiate the virtual collectibles in a drop from each other. For example, think of a car's make, model, trim package, options, and paint color as "traits."

35. What are "Copies" and "Counts"?

- "Copies" refers to the number of duplicates of any given virtual collectible dropped on our platform, and it's typically tied to that virtual collectible's rarity. "Count" refers to the number of virtual collectibles at a given rarity. A real-world way to think of this is imagine you have 2 pieces of art ("count"), and have 100 prints of both of them ("copies").

36. What does "rarity" mean?

- Rarity describes how likely a given virtual collectible is to be found in a pack. There are two systems used to identify rarity on our virtual collectibles.

In a standard drop, there may be up to seven rarities in the drop. From the highest split count to the lowest, the rarities are Common, Uncommon, Rare, Epic, and Legendary, Exclusive, and Unique. Each rarity is directly tied to the split count of that virtual collectible. All virtual collectibles at that rarity share the same amount of splits.

In a collection where all virtual collectibles are unique (1 of 1s), the rarity describes how likely it is that a single virtual collectible with that specific collection of traits would be minted.

In either case, the rarity of our virtual collectibles will be clearly labeled on the announcement for the drop, or the Product Page in the online shop.

37. Is there a limit to how many virtual collectibles I can have?

- There is no limit to the number of virtual collectibles you can have. Each drop has a fixed amount of virtual collectibles that are minted, so you will only be able to get new virtual collectibles while supplies last.

38. Can I return or exchange a virtual collectible?

- All sales of virtual collectibles on 5HeadGames, and our partnered marketplaces are final. Virtual collectibles can't be exchanged or returned for a refund.

Didn't find an answer to your question?

Email us at Support@5headgames.com with it and we'll get back to you.