

Conflicts

The following paragraphs deal with conflicts resulting from the merge.

Remember, all servers not being merged will be unaffected by conflicts and rules regarding the merge in any way.

Faction Conflict & Character Transfer

What is the so-called faction conflict?

In certain circumstances, the merge may cause a conflict on some accounts as two servers are being merged into one where characters were played on both with separate factions. Since it's not possible in AION to play with different factions on one server, it may be that you will not be able to log into the game in such cases. That's why we'll be activating the option to play with both factions on one server on the new servers directly after the merge. This will only be possible for a limited time, however, which is why the conflict must be resolved before the function is deactivated again.

How can the faction conflict be resolved?

All affected players will have the option to decide which of the characters affected by the conflict is to be transferred to a different server with the help of a character transfer feature available in the Account Management section on the AION website.

When can we start transferring affected characters to a different server?

The character transfer will be enabled for accounts affected by the conflict on the day of the merge. Once this is enabled, players can begin deciding transfers and submitting them. The transfer will then be carried out during the next weekly maintenance.

Can we transfer all our characters as we choose?

No, only characters in one of the affected factions and only characters on servers affected by the faction conflict. One of the two factions on a 'conflict server' will stay there.

How long will the character transfer remain possible?

In order to resolve the faction conflict on a server, the affected players will have three weeks during which they can continue to play with both factions on the new server as normal. Once these three weeks are up, the function allowing play with both factions on one server will be deactivated and they will then no longer be able to log in.

Then I won't be able to log in any more three weeks after the merge? What happens if I'm holiday during this period?

To prevent players from being unable to log in any more, an automatic forced transfer will be performed on all faction conflicts still unresolved when the previously mentioned three-week transfer window expires.

What is a forced transfer?

A forced transfer is purely to resolve faction conflicts. It lets the account remain playable even after the transition period without the need to request and implement a transfer first. This is because in this instance there can be a waiting period of up to a week in which the affected player might not be able to play with their account until the requested character transfer is implemented in the upcoming regular maintenance.

What if I'm unhappy about which characters you've forcibly transferred and where you transferred them to?

As we will be making the decision in the place of the player using automated rules insofar as the selection of a target server as part of the forced transfer, there will be a possibility for players to make their own choice after this action has been carried out to then enable the character to be transferred to the desired server.

How do I find out if I have a faction conflict and that I have to carry out a character transfer?

An email and an in-game notification will inform all affected players of the necessity to perform a character transfer. They will then be warned again in advance should a forced transfer become necessary. The first message will be sent after the server merge.

What happens to characters below level 9? Will they be transferred as part of the merge or deleted?

Characters between level 1 and 8 that you have not logged into the game with for over a year at the time of the merge will not be considered as part of the merge and will be deleted. Of course, this only affects the servers being merged. If you need help because you're still missing a character, please contact support.

Characters & Legions

Character Names

Will I keep my character names during the merge?

The server merge may lead to situations where two (or more) characters on a server will have the same name after the merge has been completed. It doesn't matter if these two characters come from different accounts or one account. In both instances, one of the characters will automatically be renamed and will receive a 'Name Change Ticket', while the other character will retain their old name.

How exactly do you decide if my character's name has to be changed after the merge?

The decision about which character keeps their name is made using a generated rule set. During the merge, the following points will be queried in sequence for all instances of character names that appear multiple times:

1. First, we will check the level. The character with the highest level keeps their character names.
2. If both characters are the same level, we will check each character's activity. The more active character will keep their name. If both are active, we move on to the next inspection criteria.
3. If both the level and activity of both characters is equal, we will check when the character was created or when the character name was changed to the current one (depending on which value is more recent). The character that has had the name the longest will keep it.

Names of banned accounts will not be approved.

Legions

What will happen to legions in the server merge?

The legions will be transferred across to the new server together with their members, the Legion Warehouse and the set permissions. You don't have to do anything here. You don't have to empty the Legion Warehouse or leave the legion.

Different rules apply here for the character transfer. You can find information on this in the corresponding FAQ.

What will happen to legion names in the server merge?

The merge means it's possible that two (or more) legions on a server might have the same name after the merge. In this case, the older legion keeps its name. The younger legion will automatically be renamed after the merge. Every Brigade General of a legion affected by the name change will receive a 'Legion Name Change Ticket' to rename the legion on the new server.

Studios, houses and house auctions

What will happen to houses in the server merge?

The right to ownership of a house that is located on the remaining destination server of the merge will remain intact. Players who are being transferred from the server that is being integrated will lose their houses, but will receive compensation.

I will lose my house as a result of the merge. What do I get as a refund?

If the claim to ownership of the house is lost due to the server merge, you will be refunded double the purchase price of the old house as a means of compensation. For mansions, estates or palaces, you will receive the item 'Yasba's Grace (30 days)'.

What will happen to studios in the server merge?

Studios will simply be transferred to the new server along with their characters. There will be no compensation here since the merge means nothing will be lost.

What will happen to open house auctions in the server merge?

In preparation for the server merge, the house auctions will be ended and blocked in stages before the merge to ensure no problems arise in case someone offers a new house shortly before the merge.

First, all house auctions in which no players are involved will be ended and blocked on 15/04/2018 on all servers – i.e. the auctions automatically set by the system. Additionally, the ability to register a house for auction will be disabled for all house owners on the affected servers. Currently open auctions in which players are involved will continue to run as normal until 15/04/2018. These will then also be disabled.

What will happen to skins previously applied to the lost house?

Skins (e.g. wallpapers, floors, etc.) applied to the house and thereby lost due to the merge will be refunded like for like and issued to the character.

What about furniture?

Furniture will be retained in the Housing Menu and can be set up on the new server, e.g. in your studio. Items located in storage furniture at the time of the merge (e.g. a cabinet) will stay there. You can access them at any time and therefore won't need any compensation.

Other questions

Will there be extra storage options for those who don't have enough space in their inventory or warehouse so they can store the compensation items?

No, there are no plans to provide extra storage options. But don't worry, you won't lose the items, they'll just be placed in your inventory.

Will the Account Warehouse have to be emptied before the merge?

It won't be necessary to empty the Account Warehouse before the merge because this will be transferred across to the new server. You should consider the following points, however.

If characters in the same factions are to be merged on a new server from different servers, their Account Warehouse will be merged too. This means that all items from the Account Warehouses on the merged servers will be placed in a joint Account Warehouse. The items will be queued and will not be lost. However, all queued items will only be displayed if spaces are freed up in the Account Warehouse. The queue here works the same way as the inventory.

If characters in different factions are to be merged on a new server from different servers, both Account Warehouses will be retained. An Asmodian can keep accessing their Account Warehouse and an Elyos can do the same with theirs. They will not be merged and it will not be possible to trade items between the two factions.

Important: Different rules apply for the Account Warehouse in the character transfer. In this instance, please check the corresponding part in the FAQ on the character transfer.