



Financial Policy

Last Updated: 16/05/2026

This Financial Policy explains how gift vouchers, store credit, trade-ins, buylist transactions, and financial accessibility support are handled at Red Dragon's Vault Ltd ("we", "us", "our").

Our goal is to balance fair business practice with our community-first approach, ensuring both financial sustainability and accessible organised play for our players.

We understand that money can be tight, and we also understand how important the social and mental health benefits of gaming communities can be. This policy exists to support both fairness and inclusion.

1. Gift Vouchers

Gift vouchers may be purchased and used for eligible products, event bookings, and approved services within Red Dragon's Vault.

Gift vouchers are valid for:

- 12 months from date of issue
- After expiry, unused voucher value may be lost unless otherwise agreed at management discretion.

Gift vouchers may be used for:

- In-store purchases
- Event bookings
- Standard product purchases
- Customer accounts where applicable

Gift vouchers may also be used for:

- Preorders
- Special orders
- Only once stock has physically arrived in-store

This protects supplier commitments and preorder fairness.

Gift vouchers cannot be exchanged for cash.

Lost, stolen, or damaged vouchers may not be replaceable unless sufficient proof of purchase is available.

2. Store Credit

Store credit may be issued through:

- Trade-ins
- Approved refunds where agreed
- Customer service resolutions
- Organised play compensation where appropriate

Store credit:

- Cannot be redeemed for cash
- Is non-transferable unless agreed by management
- May be used for products and event bookings
- May be used for preorders only once stock has arrived in-store

Store credit is intended for use within Red Dragon's Vault and is not a cash alternative.

3. Trade-In / Buylist Policy

We may purchase or accept trade-ins for:

- Trading card singles
- Sealed TCG products
- Accessories
- Collections
- Hobby products
- Selected tabletop gaming items

All trade-ins are subject to:

- Management approval and store discretion

We reserve the right to refuse any trade-in without explanation.

Trade-ins are offered based on condition, demand, authenticity, market value, stock levels, and resale viability.

Submission of items does not guarantee acceptance.

4. Trade-In Value Structure

Our standard trade values are:

Cash Offer

- 50% of assessed market value

Store Credit Offer

- 65% of assessed market value

Store credit offers are higher to support reinvestment into the local gaming community.

Trade values may vary depending on:

- Card condition
- Stock levels
- Market volatility
- Product demand
- Sealed product legitimacy
- Quantity submitted
- Speed of resale expectations

Management decisions on valuation are final.

5. Sealed Product Trade-Ins

Sealed product trade-ins are accepted:

- At management discretion only

This includes:

- Booster boxes
- Sealed product cases
- Premium collector items
- Sealed accessories
- Other unopened products

This protects against:

- Stolen goods
- Supplier abuse
- Resealed product risks
- Distributor allocation manipulation

Proof of purchase may be requested where appropriate.

6. Age Restrictions and Identification

Trade-ins require customers to be 18 or over unless accompanied by a parent or legal guardian with management approval.

We reserve the right to request valid identification for:

- Large collections
- Sealed product submissions
- Suspicious transactions
- Unusually high-value trades
- Safeguarding concerns

Failure to provide ID may result in refusal of the transaction.

7. Right to Refuse Transactions

Red Dragon's Vault reserves the right to refuse:

- Trade-ins
- Buylist purchases
- Voucher redemption
- Store credit usage
- Suspicious or abusive financial activity

This may apply where we reasonably believe there is:

- Fraud
- Theft concerns
- Scalping behaviour
- Abusive purchasing patterns
- Repeated policy abuse
- Safeguarding concerns
- Organised play manipulation

Our goal is fairness for genuine players and customers.

8. Financial Inclusion & Community Access

Red Dragon's Vault believes gaming communities provide important social connection, wellbeing, and mental health support. We recognise that financial hardship can affect access to organised play, and we aim to support our community wherever reasonably possible.

This includes:

- Free community play space
- Beginner-friendly support
- Fair and transparent pricing
- Low-cost event structures where possible
- Flexible support through management discretion

We will always aim to balance accessibility with fairness to the wider community and business sustainability.

9. Organised Play Support Scheme

Where a player is experiencing unusual financial difficulty, management may approve:

- Up to 7 organised play event entries per calendar year at £0 entry

This support exists to help maintain community access during temporary financial hardship.

Conditions:

- Management approval is required
- This applies only to organised play participation
- No prize support will be provided for these sessions

This is intended for genuine need, not routine free entry

Abuse of the system may result in refusal of future support

This system exists because community matters.

10. Payment Plans

Red Dragon's Vault does not currently offer formal payment plans for high-value purchases such as:

- Collector boxes
- Premium sealed product
- Armies or large hobby purchases
- Special high-ticket orders

Preorder deposits may still apply where relevant under separate Preorder Policy terms.

11. Contact Us

For questions regarding vouchers, store credit, trade-ins, or financial support, please contact:

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