



Preorder Policy

Last Updated: 16/05/2026

This Preorder Policy explains how preorders are handled for products purchased from Red Dragon's Vault Ltd ("we", "us", "our").

Preorders are common for trading card games, limited releases, and high-demand hobby products. This policy helps ensure fair access, clear expectations, and protection against supplier uncertainty.

By placing a preorder, you agree to this policy.

1. What Is a Preorder?

A preorder is the purchase or reservation of a product before official release date or before stock physically arrives in-store.

This commonly applies to:

- Booster boxes
- Prerelease kits
- Collector products
- Limited edition releases
- Special distributor allocations
- Premium hobby products
- Launch products for new sets

Preorders are always subject to supplier availability and final distributor allocation.

2. Payment for Preorders

Depending on the product, Red Dragon's Vault Ltd may require:

- Full payment upfront
- or
- A deposit payment

This will be clearly stated at the time of purchase.

Where a deposit is used:

- The remaining balance must be paid before collection or dispatch

Failure to complete payment may result in cancellation

We reserve the right to cancel unpaid preorder reservations where payment deadlines are not met.

3. Supplier Allocation and Availability

All preorders are subject to supplier and distributor allocation.

Supplier allocations may be:

- Reduced
- Delayed
- Cancelled
- Amended without notice

This is particularly common with limited products and high-demand releases.

Placing a preorder does not guarantee unlimited supplier availability.

4. Allocation Shortages

Where supplier allocations are reduced, Red Dragon's Vault Ltd reserves the right to allocate stock:

- Fairly and at store discretion

This may include:

- Quantity reductions
- Split allocations
- Delayed fulfilment
- Cancellation with refund where necessary

Our goal is fair access for genuine customers and players rather than unfair concentration of limited stock.

5. Pricing and Extreme Supplier Changes

We aim to honour the advertised preorder price wherever possible.

However, in rare cases involving:

- Major supplier pricing errors
- Extreme distributor price increases
- Product allocation failures
- Supplier cancellation issues

we reserve the right to:

- Cancel the preorder
- Offer refund options
- Review fulfilment where commercially necessary

This protection is used only where genuinely required and not for normal market fluctuations.

6. Customer Cancellations

Preorder cancellations and refunds are handled at:

- Store discretion

Factors considered may include:

- Supplier commitments already made
- Preorder allocation status
- Release proximity
- Product type
- Fairness to other customers

We aim to handle cancellation requests fairly wherever possible.

Preorder abuse may affect future preorder access.

7. Release Date and Dispatch

Preorders are fulfilled in compliance with official product release requirements.

This means orders may be:

- Dispatched for arrival near release date where permitted
- Held until official release day where required
- Delayed due to distributor or supplier restrictions

We will not knowingly violate publisher, distributor, or organised play release policies.

Release timing varies by product and publisher rules.

8. Limited Products and Purchase Limits

For limited, high-demand, or premium releases, we reserve the right to:

- Limit purchase quantities
- Reduce allocations
- Refuse suspicious bulk orders
- Cancel suspected scalping purchases
- Prioritise fair customer access

This applies especially to:

- Collector products
- Premium sets
- Special releases
- Limited allocation launches
- Exclusive promotional items

Our goal is fairness for genuine players and customers.

9. Failure to Complete Payment

Where remaining payment is required and is not completed within the stated timeframe, we reserve the right to:

- Cancel the preorder
- Offer the product to another customer
- Retain deposits where clearly stated and appropriate

Repeated preorder failures may result in restriction of future preorder access.

10. Supplier Failure and Refunds

If supplier failure, cancellation, or allocation loss prevents us from fulfilling your preorder, we will offer:

- Full refund
- Alternative allocation options where available
- Communication regarding expected delays

Customers will never be charged for stock we cannot reasonably supply.

11. Fair Purchase Protection

We reserve the right to refuse, reduce, or cancel preorders where we reasonably believe purchases are intended for:

- Scalping
- Unfair resale
- Abuse of allocation systems
- Stock manipulation
- Bad-faith purchasing behaviour

This helps protect fair access across the player community.

12. Contact Us

For preorder questions or issues, please contact:

Red Dragon's Vault Ltd

Email: hello@reddragonsvault.com

Address:
5 Rhosddu Road
Queens Square
Wrexham
LL11 1AT
United Kingdom