



Returns & Refunds Policy

Last Updated: 16/05/2026

This Returns & Refunds Policy explains when returns, refunds, exchanges, and cancellations are accepted for purchases made from Red Dragon's Vault Ltd ("we", "us", "our").

Nothing in this policy affects your statutory consumer rights under UK consumer law.

1. General Return Eligibility

Eligible products may be returned within:

- 14 days of purchase or delivery

provided that:

- The item is unused
- The item is unopened
- The item is in original resale condition
- All original packaging is intact
- Proof of purchase is provided

We reserve the right to refuse returns that do not meet these conditions.

2. Sealed TCG Products

Unopened sealed trading card game products may be returned within:

- 14 days

including, where applicable:

- Booster packs
- Booster boxes
- Prerelease kits
- Commander decks
- Starter decks
- Sealed accessories bundles

Returned sealed products must remain fully unopened and suitable for resale.

Any signs of tampering, damage, or resealing may result in refusal.

3. Opened Products

We do not accept returns for opened products unless they are faulty.

This includes but is not limited to:

- Opened sealed TCG products
- Opened hobby supplies
- Paints
- Sleeves
- Deck boxes
- Accessories
- Hygiene-sensitive items
- Consumable hobby items

Once opened, these items cannot be resold safely or fairly.

4. Event Tickets and Event Bookings

Event bookings and tickets are subject to strict scheduling and capacity limits.

No refunds are available within 48 hours of the event start time.

This applies to:

- Prereleases
- Tournaments
- League events
- Special event bookings
- Ticketed in-store events

This protects event quality, attendance planning, and reserved event stock.

Earlier cancellations may be considered in accordance with our separate Event Booking Policy.

Failure to attend does not guarantee refund eligibility.

5. Preorders

Preorder cancellations and refunds are handled at store discretion.

Factors considered may include:

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

We aim to handle preorder cancellations fairly wherever possible.

If supplier allocation issues prevent fulfilment, a full refund will be provided.

Separate Preorder Policy terms may also apply.

6. Special Orders

Special order items are products specifically ordered for a customer and not normally held as regular stock.

These items are:

- Non-refundable

unless they are faulty, damaged, or incorrectly supplied.

This includes:

- Customer-requested special orders
- Distributor special requests
- Supplier direct orders made specifically for a customer

7. Faulty, Damaged, or Incorrect Goods

If an item is faulty, damaged, or incorrect on arrival, please contact us as soon as possible.

Where confirmed, we will offer one of the following:

- Replacement
- Repair where appropriate
- Full refund
- Store credit where agreed

We may request:

- Photographs
- Return of the item
- Proof of purchase
- Description of the issue

This does not affect your rights under the Consumer Rights Act 2015.

8. Refund Method

Approved refunds will normally be issued using the original payment method.

Processing times may vary depending on payment provider and banking systems.

We reserve the right to offer store credit where appropriate and agreed.

9. Return Shipping

Unless an item is faulty or incorrectly supplied:

return shipping costs are the responsibility of the customer

We recommend tracked postage for returns, as we cannot be responsible for items lost in transit.

10. Refused Returns

We may refuse returns where:

- The item has been opened
- The item has been used
- The return falls outside the allowed timeframe
- The product is not in resale condition
- Proof of purchase cannot be provided
- The return breaches fair purchase policies

11. Fair Purchase Protection

We reserve the right to refuse returns, refunds, or exchanges where we reasonably believe purchases were made for:

- Scalping
- Unfair resale
- Abuse of preorder systems
- Stock manipulation
- Repeated bad-faith purchasing behaviour

This helps protect fair access for genuine customers and players.

12. Contact Us

For return or refund requests, please contact:

Red Dragon's Vault Ltd

Email: hello@reddragonsvault.com

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

Please include:

- Order number
- Item details
- Issue description
- Supporting photographs where relevant