



Shipping Policy

Last Updated: 16/05/2026

This Shipping Policy explains how dispatch, delivery, Click & Collect, and event delivery are handled for purchases made from Red Dragon's Vault Ltd ("we", "us", "our").

Our goal is to ensure clear expectations, fair delivery practices, and reliable service for all customers.

1. Delivery Area

We currently ship to:

Mainland United Kingdom only

We do not currently offer international shipping.

Orders placed outside our delivery area may be cancelled and refunded.

2. Standard Shipping Cost

Standard shipping is charged at:

£5.99 flat rate

Shipping costs are displayed clearly at checkout before payment is completed.

Shipping rates may be updated where necessary to reflect courier costs or exceptional circumstances.

3. Dispatch Time

Standard dispatch time for in-stock products is:

1–3 working days

This applies to normal stocked items unless otherwise stated.

Dispatch times may vary during:

- Major product releases
- Prerelease events
- Preorder launches
- Peak holiday periods
- Supplier delays
- Severe weather or courier disruption

We will always aim to communicate delays where possible.

4. Courier Services

We primarily use:

DPD Next Day Delivery

where possible and appropriate.

Courier choice may vary depending on:

- Parcel size
- Order contents
- Destination
- Preorder timing
- Courier availability

While we aim for fast dispatch and reliable courier services, delivery timeframes are estimates and not guarantees.

Red Dragon's Vault Ltd is not responsible for courier delays once an order has been dispatched.

5. Click & Collect

Click & Collect is available for eligible products.

Customers will receive notification when their order is ready for collection.

Please do not attend for collection until confirmation has been provided.

Collection address:

Red Dragon's Vault Ltd
5 Rhosddu Road
Queens Square
Wrexham
LL11 1AT

Identification may be requested where necessary for order collection.

Orders should be collected within a reasonable timeframe unless otherwise agreed.

6. Event Tickets and Digital Products

Event bookings, tournament entries, and digital-only products do not require shipping.

These are handled as:

- Digital / reservation-only purchases

This includes:

- Prerelease entries
- Tournament tickets
- League registrations
- In-store event bookings

No delivery fee applies to these purchases.

Separate Event Booking Policy terms may also apply.

7. Preorders

Preorders are dispatched as close to release date as supplier availability allows.

Dispatch may be affected by:

- Supplier allocations
- Release date changes
- Distributor delays
- Preorder volume

We cannot guarantee early arrival of preorder products.

If supplier issues prevent fulfilment, customers will be contacted and appropriate refund options provided.

Separate Preorder Policy terms may also apply.

8. Incorrect Addresses

Customers are responsible for ensuring billing and delivery details are accurate at checkout.

If an incorrect delivery address is provided:

- We may be unable to recover the parcel
- Additional delivery charges may apply
- Redelivery costs may be the responsibility of the customer

Please contact us immediately if an address error is identified after placing an order.

9. Failed Deliveries

Where delivery attempts fail due to:

- Incorrect address details
- Failed collection from courier depot
- Refusal of delivery
- Failure to respond to courier contact

additional shipping charges may apply for re-delivery.

Refunds may be reduced where courier charges have already been incurred.

10. Damaged or Missing Deliveries

If an order arrives damaged, incomplete, or appears lost in transit, please contact us as soon as possible.

Please include:

- Order number
- Photographs where relevant
- Details of the issue

We will work with the courier and customer to resolve the issue fairly.

This may include:

- Replacement
- Refund
- Courier investigation

11. Lost Parcels

Delivery investigations may require reasonable time for courier processes to complete before refunds or replacements are issued.

Fraud prevention checks may apply where necessary.

We reserve the right to refuse claims where delivery is confirmed by the courier and no reasonable evidence of loss is provided.

12. Contact Us

For shipping questions or delivery issues, please contact:

Red Dragon's Vault Ltd

Email: hello@reddragonsvault.com

Address:

5 Rhosddu Road

Queens Square

Wrexham

LL11 1AT

United Kingdom