



Terms & Conditions

Last Updated: 16/05/2026

These Terms & Conditions govern your use of our website and the purchase of products, event bookings, and services from Red Dragon's Vault Ltd ("we", "us", "our").

By using our website or placing an order, you agree to these Terms & Conditions.

1. About Us

Red Dragon's Vault Ltd

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

Contact Email:
hello@reddragonsvault.com

2. Website Use

By using our website, you agree:

- Not to misuse the website
- Not to attempt fraud, abuse, or unauthorised access
- Not to interfere with website security or operation
- Not to use automated systems to bypass purchase limits or fair access policies

We reserve the right to restrict access or suspend accounts where misuse is identified.

3. Products and Availability

All products are subject to availability.

We make every effort to ensure product descriptions, images, and pricing are accurate; however, errors may occasionally occur.

Product images are for illustrative purposes and packaging may vary.

Stock levels may occasionally be affected by in-store sales, supplier changes, or system delays.

We reserve the right to amend, withdraw, or discontinue products without notice.

4. Pricing and Pricing Errors

All prices are displayed in GBP (£) and include VAT where applicable unless otherwise stated.

If a pricing error occurs (for example, an item listed significantly below its intended price), we reserve the right to:

- Cancel the order
- Refund any payment made
- Refuse fulfilment of the incorrectly priced item

We are not obligated to honour obvious pricing mistakes.

5. Orders and Payment

Placing an order does not guarantee acceptance.

Orders may be refused or cancelled for reasons including:

- Suspected fraud
- Abusive or threatening behaviour
- Scalping or unfair purchasing behaviour
- Supplier shortages
- Preorder allocation issues
- Pricing errors
- Stock discrepancies
- Failed payment authorisation

Accepted payment methods include:

- PayPal
- Major credit and debit cards
- Apple Pay
- Google Pay

Payment must be successfully completed before dispatch unless otherwise agreed.

6. Dispatch and Delivery

We currently deliver within the United Kingdom only.

Standard dispatch time for most orders is:

1–3 working days

Delivery times may vary depending on courier services, stock availability, preorders, and peak periods.

Delivery costs are shown at checkout.

Red Dragon's Vault Ltd is not responsible for courier delays once orders have been dispatched.

7. Click & Collect

Click & Collect is available where offered.

Customers will be notified when orders are ready for collection.

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

Identification may be requested for collection where necessary.

Separate Click & Collect Policy terms may also apply.

8. Preorders

Preorders are subject to supplier allocations and release schedules.

Supplier allocations may be reduced, delayed, or cancelled without notice.

Where allocation shortages occur, Red Dragon's Vault Ltd reserves the right to allocate stock fairly and at store discretion.

We aim to prioritise fairness and customer communication wherever possible.

If fulfilment becomes impossible, a full refund will be provided.

Separate Preorder Policy terms may also apply.

9. Event Bookings

Event bookings are subject to separate Event Booking and Cancellation Policies.

Booking an event constitutes acceptance of those separate terms.

Failure to attend events, late cancellations, and event conduct issues may affect refund eligibility.

10. Returns and Refunds

Returns and refunds are governed by our separate Returns & Refunds Policy.

Certain products may be excluded from return eligibility, including but not limited to:

- Opened sealed products
- Event tickets
- Digital products
- Personalised or special order items
- Hygiene-sensitive items where applicable

Nothing in these Terms affects your statutory consumer rights under UK law.

11. Fair Purchase and Anti-Scalping Policy

We reserve the right to limit quantities, refuse sales, or cancel orders where we reasonably believe purchases are intended for unfair resale, scalping, or stock manipulation.

This applies particularly to limited products, preorder allocations, event tickets, and high-demand releases.

Our goal is fair access for genuine players and customers.

Separate Anti-Scalping Policy terms may also apply.

12. Customer Accounts

Customers are responsible for maintaining the confidentiality of their account details and passwords.

You agree to provide accurate information and keep your account details updated.

We reserve the right to suspend or terminate accounts for:

- Fraud
- Abusive behaviour
- Harassment
- Chargeback abuse
- Policy breaches
- Misuse of promotions or systems
- Breaches of our separate Code of Conduct policy

13. Limitation of Liability

To the fullest extent permitted by law, Red Dragon's Vault Ltd shall not be liable for:

- Indirect or consequential losses
- Loss of profits or business interruption
- Courier delays outside our control
- Supplier allocation failures
- Technical website downtime
- Errors caused by third-party payment providers

Nothing in these Terms excludes liability where exclusion would be unlawful under UK law.

14. Intellectual Property

All website content including logos, branding, text, graphics, and design remains the property of Red Dragon's Vault Ltd unless otherwise stated.

Unauthorised use, copying, or reproduction is prohibited.

15. Privacy

Use of our website is also governed by our Privacy Policy and Cookie Policy.

By using our services, you acknowledge these policies.

16. Changes to These Terms

We reserve the right to update these Terms & Conditions at any time.

The latest version will always be available on our website.

Continued use of the website after updates constitutes acceptance of the revised terms.

17. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales.

18. Contact Us

For questions regarding these Terms & Conditions:

Red Dragon's Vault Ltd

Email: hello@reddragonsvault.com

Address:

5 Rhosddu Road

Queens Square

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United Kingdom