



## Returns and Refunds Policy

## Contents

1. Introduction .....	1
2. Statutory Rights.....	1
3. Change of Mind (Cooling-Off Period).....	1
4. Damaged, Faulty, or Incorrect Products.....	2
5. Returns Procedure.....	3
6. Refunds.....	3
7. Exchanges .....	4
8. Limitations .....	4
9. Contact Information.....	4
10. Updates to this Policy .....	4

## 1. Introduction

1.1. This Returns & Refund Policy (the "Policy") sets out how we handle returns, exchanges, and refunds for products purchased through our website. It should be read in conjunction with our Terms and Conditions of Sale, which contain additional information regarding your rights and obligations.

1.2. We are Elite TCG Limited, registered in England and Wales. For any questions about this Policy, please contact us at:

- Email: [customer.service@elite-tcg.co.uk](mailto:customer.service@elite-tcg.co.uk)

## 2. Statutory Rights

2.1. Nothing in this Policy is intended to override or limit your statutory rights under the Consumer Rights Act 2015 or any other applicable UK consumer protection legislation.

2.2. If the product you have received is faulty or not as described, you may be entitled to a repair, replacement, or refund under UK law. Please see Section 4 for more details on damaged, faulty, or incorrect products.

## 3. Change of Mind (Cooling-Off Period)

### 3.1. 14-Day Cooling-Off Period

If you are a consumer purchasing online or by phone, you have the right to change your mind and cancel your order within 14 days from the day you (or someone you nominate) receive the goods. This is known as the "cooling-off period," in line with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

### 3.2. When the Cooling-Off Period Does Not Apply

If the product is sealed or shrink-wrapped and you unseal it (particularly relevant for collectible or trading card products), you may lose your right to a refund if the product cannot be resold in the same condition for hygiene or other reasons (e.g., valuable sealed collectibles).

Products that are mixed inseparably with other items after delivery or any product that has been used or damaged by you in a way that affects its resale value may not be eligible for a refund under the change of mind policy.

### 3.3. Notification of Cancellation

To exercise your right to cancel, you must inform us of your decision clearly and unambiguously before the 14-day period expires. You can do this by email or post. You may use the Model Cancellation Form (found in our Terms & Conditions), but it is not mandatory.

### 3.4. Return of Products

You must return the products to us within 14 days of informing us that you wish to cancel.

You are responsible for the cost of returning products under the change of mind policy unless we agree otherwise.

### 3.5. Condition of Products

Products must be returned in their original packaging, unused, and in the same condition in which you received them.

If products are returned damaged or used beyond what is necessary to inspect them, we may make a deduction from your refund to reflect any loss in value.

## **4. Damaged, Faulty, or Incorrect Products**

### 4.1. Damaged or Faulty Products

If your product arrives damaged or faulty, please contact us within 7 days of receipt, with a description of the issue and, if possible, photographs.

We will offer a replacement, repair, or a full refund as appropriate under the Consumer Rights Act 2015.

### 4.2. Incorrect Items

If you receive an incorrect item, contact us immediately. We will arrange a return (at our expense) and provide the correct item or a refund.

### 4.3. Return Shipping Costs

We will bear the cost of return shipping for damaged, faulty, or incorrectly supplied items.

Please obtain a proof of postage when returning items to ensure there is no dispute about whether we received them.

## 5. Returns Procedure

### 5.1. Contact Us First

Before returning any item, please email or call us to obtain a Return Authorisation. This helps us process your return quickly and efficiently.

### 5.2. Packaging

Package the items securely, including all original accessories, manuals, and documentation.

If possible, use the original shipping box and packaging materials to protect the items during transit.

### 5.3. Tracking

We recommend using a trackable shipping service or purchasing shipping insurance, especially for high-value or collectible items. We cannot guarantee that we will receive your returned item without a tracking number.

## 6. Refunds

### 6.1. Processing Refunds

Once we receive your returned item and verify its condition, we will notify you of the approval or rejection of your refund.

If approved, we will process the refund using the original payment method (unless otherwise agreed) within 14 days.

In cases where a deduction is made for damage or use beyond normal handling, we will inform you of the deduction amount before issuing the partial refund.

### 6.2. Shipping Costs

Under the change of mind policy, we will refund the cost of the product and the standard outbound delivery cost if you paid for shipping initially. However, we will not refund any additional premium shipping charges (e.g., express or next-day delivery).

You remain responsible for return shipping costs for a change of mind, unless the product was faulty or incorrectly supplied.

We strongly recommend using a tracked and insured delivery service when returning items. We cannot accept liability for returns lost, stolen, or damaged in transit. If a returned item does not reach us, we will be unable to process a refund.

## **7. Exchanges**

7.1. If you wish to exchange a product for a different item, please follow the same return procedure. Once your return is received and processed, you may place a new order for the replacement item, subject to availability.

7.2. We do not guarantee availability of replacement items.

## **8. Limitations**

### **8.1. Exclusions**

Certain products may be exempt from return due to hygiene, safety, or value depreciation reasons (e.g., trading card packs that have been opened). Please refer to the product description or contact us for clarification.

### **8.2. Statutory Rights**

This Policy does not affect any statutory rights you may have. If a product is faulty or not as described, you may have the right to a repair, replacement, or refund.

## **9. Contact Information**

9.1. For any queries regarding returns, refunds, or exchanges, please contact us at:

Email: [customer.service@elite-tcg.co.uk](mailto:customer.service@elite-tcg.co.uk)

## **10. Updates to this Policy**

10.1. We reserve the right to update this Returns & Refund Policy at any time. Any changes will be posted on our website with an updated "Last Modified" date.

10.2. Your continued use of our website and services after any changes have been posted will constitute your acceptance of the revised Policy.

**Approved By:**

Joel Farrant, Managing Director

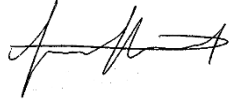
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**Date:**

24/02/2025

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**Signature:**



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