

# Refund Policy - Fragstore

Effective Date: November 15, 2025

## 1. Overview

At Fragstore, we are committed to providing high-quality digital and physical gaming products. This Refund Policy outlines the conditions under which refunds are issued. By purchasing from Fragstore, you agree to the terms stated below.

## 2. Digital Games

- Refunds for digital game purchases are only available if the game has not been downloaded or played.
- Requests for digital game refunds must be submitted within 14 days of purchase.
- To request a refund, contact our support team at [support@fragstore.com](mailto:support@fragstore.com) with your order number and reason for the refund.
- Once approved, the refund will be processed to the original payment method within 5-10 business days.

## 3. Physical Games & Merchandise

- Physical products can be returned for a refund or exchange within 30 days of delivery, provided the item is unused and in its original packaging.
- Refunds will only be issued once the returned product is received and inspected.
- Return shipping costs are the responsibility of the customer unless the item was defective or shipped in error.

## 4. Gift Cards

- Fragstore gift cards are non-refundable and cannot be exchanged for cash.
- Lost or stolen gift cards will not be replaced.

## 5. Pre-Orders & Upcoming Releases

- Refunds for pre-orders or upcoming releases are allowed until the official release date.
- After release, normal digital or physical product refund policies apply.

## 6. Defective or Damaged Items

- If you receive a defective or damaged product, please contact us within 7 days of receipt with photos of the issue.
- Fragstore will provide a replacement or full refund at no additional cost.

## 7. Processing Refunds

- Refunds are processed using the original payment method.
- Depending on your bank or payment provider, it may take additional time for the funds to appear in your account.

## 8. Contact Us

For any refund inquiries, please reach out to:

Email: [support@fragstore.com](mailto:support@fragstore.com)

Phone: +1 (555) 123-4567