

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 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

Phone: +1 (555) 123-4567