

Delivery

We charge a flat rate of £5 for all deliveries. All items will be sent 2nd class, signed for via Royal Mail.

All orders are expected to arrive within 5-7 working days.

Due to the unpredictability of postal services, we do not accept liability for any costs incurred due to items which arrive later than 7 working days.

In the unlikely event of a lost or misrouted order please use our contact form to submit an enquiry so that we can track the item and resolve the situation.

Returns policy for unwanted items

We provide you with 14 days from the date of receipt of your item to submit a returns request via our contact form. If the items is undamaged, unopened, and within its original packaging in resaleable condition the item can be returned as unwanted within 14 days from the day you receive the item.

We reserve the right to refuse returns should we suspect that the returns policy is being misused. Should we notice frequent or excessive returns requests from the same customer, or same household, we reserve the right to withdraw our returns policy. We are not obliged to accept all returns and in placing an order with us you understand that fair use applies to our returns policy and each case will be assessed considering previous account and household activity.

Exclusions

Please note that our returns policy does not apply to sealed items from the following categories. This policy is in place to allow us to maintain the integrity of our products:

- Sealed booster boxes
- Sealed blisters
- Sealed elite trainer boxes
- Sealed premium collections
- Sealed tins
- Sealed deck

The following items are also excluded from our returns policy:

- Single cards

This is due to the volatile market prices of Pokemon TCG items.

Our returns policy applies primarily to any accessories purchased.

Faulty or damaged items

In the unlikely event that you receive faulty, damaged, or incorrect goods you must inform us via our contact form within 14 days of receiving the item so that we can offer a suitable resolution. If your item has suffered a manufacturing fault, we aim to resolve this via our supplier and we will cover the cost of your return (standard shipping).

Returns costs

You are responsible for the postage costs when returning any unwanted items alongside ensuring the item reaches us in the same condition it was sent in.

We have the right to decline a refund should the item not satisfy these requirements.

Refunds

Refunds will not be processed until the unwanted item has been returned to us in resaleable condition. Refunds will be made using the same payment method used to purchase the items being refunded. Please allow up to 7 working days from the date we receive your item to receive your refund.

Pre-Order cancellation

You may cancel a pre-order at any time until the item has been shipped and receive a full refund.