ABOUT US

Launched in 2016 by two young Montreal IT students, \*\*\* has since become Canada's largest and most respected online video game and movie rental service. We provide our customers with the largest and latest selection of games and movies for a wide variety of console systems, handheld devices and etc. Once the customer logs in, \*\*\* customers can immediately have instant access to the site’s extensive library of new and classic games and movies. \*\*\* is committed to providing its members with an easy-to-use service that supplies the greatest selection of the highest quality games and movies at the most affordable prices.

FAQ

My disc won't play. What should I do?

There's a couple of reasons why your disc might not play:  
  
1. Is it possible that you're trying to play a Blu-ray Disc in a standard DVD player?  Blu-ray Discs will only play in Blu-ray compatible players.  You can tell if it's a Blu-ray Disc because the downward-facing side of it will be blue instead of silver, and it'll have a Blu-ray logo on top.  
  
2. It might be dirty or smudged.  If so, please take a soft, lint-free cloth, and wipe gently in a straight line from the center of the disc to the edge.  Only clean discs with a solution of water and mild detergent or rubbing alcohol.  Never use abrasives, solvents or highly acidic cleansers.  
  
3. If you've tried to clean it and it still won't play, it might be scratched.  Please report your unplayable disc [here](https://www.redbox.com/unplayable-disc?icamp=unplayablediscselfreporting) and we'll help you out.

Which consoles do you support for games and ?

* Sony: Playstation 2, PSP, Playstation 3, PS Vita and Playstation 4
* Microsoft: XBOX, XBOX 360 and XBOX One
* Do you offer PC games to rent or buy?
* No, Game Access only carries console games.

# Will I be charged if I lose or don't return a rental?

For each day you keep a rental, you'll be charged for another rental period + applicable tax.  
  
If you hold onto your disc for the maximum rental period (almost everywhere, it's 17 days for movies and 23 days for games), you'll be charged the maximum charge and the disc is yours to keep.  
  
In most areas, those fees are $25 + tax for DVDs, $34 + tax for Blu-ray™ Discs and $69 + tax for video games.

How long does shipping usually take?

Depending on your location within Canada, it can take anywhere from 2-5 days for your order to be delivered to your door. Times may vary based on location and Canada Post's service.  
  
If you feel as though it is taking longer than usual for your order to arrive, feel free to contact [Support](https://gameaccess.ca/displayContactUs.jsp) for an update.

How do I send back a game or movie?

You can contact us with the information we provided you (see the back of every game and movie cover) in order for us to pick up your game or movie straight from your doorway. Or if you would be so kind, you could drive down to our store and personally return your rented movie and game to our store.

I lost my return envelope or CD sleeve. What do I do?!

Simply contact our [Support](https://gameaccess.ca/displayContactUs.jsp) team and we'll send a replacement envelope or sleeve out to you right away.

What happens if my game is lost in transit or I misplace my rental?

Once Game Access ships a game to you, it is your full responsibility to return it to us. If the game cannot be returned to us or is not received back for any reason, Game Access reserves the right to charge the replacement cost of the game to your on-file credit card.  
  
Although extremely rare, all instances of unreturned or lost games are dealt with on a case by case basis and investigated to prevent fraud. If you think your rental or return may be lost in the mail, please contact [Support](https://gameaccess.ca/displayContactUs.jsp" \t "_blank)for help.