

Refund & Return policy

We have a 14-day return policy, which means you have 14 days after receiving your item to request a return.

To be eligible for a return, Your item must be in the same condition that you received it unused and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at goldencards.tcg@gmail.com, if your return is accepted, we will send instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted. Return shipping is the responsibility of the customer.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

We sell Manufacture Sealed Products, we are not responsible for any manufacture defects to the packaging or contents this can include but is not limited too the following: Small rips to the plastic, dings on corners, scuffs to the plastic, or any other imperfections to the packaging material, the contents are packaged by the manufacture and any indiscretions is out of our control. Please note any TCG such as booster boxes are not eligible for a return. This is to prevent reseals , fakes etc.

Exceptions / non-returnable items

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, it will take 5-7 business days to process a refund. Please remember it can take some time for your bank or credit card company to process and post the refund too.

All refunds are subject to a 20% restocking fee.