

For Singles - Any singles may be returned within 30 days of having received the item. Return shipping is at the cost of the returner. Once the card/cards are received by us, we will issue a full refund as long as the card/s are in the same condition as they were when we shipped them out.

For Sealed Product - Any new, unopened sealed product may be returned in its' original condition within 30 days of having received the item. Return shipping will be at the cost of the returner, and all returned sealed product must be unopened and untampered with. For returns related to items that were damaged in transit, please reference our defective item policy.

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. If you receive an item that is in any way defective, damaged, or altered from the original condition at which it was purchased, contact us directly via email at neeko@thepoketradeemporium.com as soon as possible with detailed photos of both the packaging and the item itself so we can resolve the issue ASAP.

While we do everything in our power to ensure the safe delivery of our merchandise, we know that sometimes carrier issues do occur and work closely with our customers to address any issues.

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, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

To start a return, or for questions on the return process, you can contact us at neeko@thepoketradeemporium.com!