

# Refund policy

Date: 28/04/2024, 06:57

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## REFUND POLICY

Our policy is NO REFUND. After purchase, unfortunately, we can't offer you a refund or exchange.

### 2.1 RETURNS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item.

### 2.2 EXCHANGES

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [online-shop@matrixq.games](mailto:online-shop@matrixq.games) and send your item to: matrix-q.games, Utrecht, 3584 CH,

Padualaan 8, Netherlands

### 2.3 THERE IS NO REFUND

2.3 There is no refund after purchase, quit notice, cancellation, end of product validity, change or product or rescheduling, or any other case

