

Refund policy

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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@matrix-q.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

