



### Disney Lorcana Replacement Policy

We strive for every *Disney Lorcana* card in our booster packs and products to meet a standard level of quality. While we have quality control processes in place to ensure our standards, damage from manufacturing can occasionally occur. In this unlikely scenario, your purchase may be eligible for a replacement product.

In order to request a replacement, you **must**:

- Submit a request via the contact form (details below)
- Send a message in English;
- The message must include:
  - The product name
  - A detailed description of your issue

To define our “standard” level of quality, a *Disney Lorcana* card should have:

- The appearance that it’s never been played, with little to no wear.
- No deep nicks, scratches, or cuts.
- No majorly bent or miscut edges.
- Only minor instances of spots.
- No issue being played with, being unremarkable or unrecognizable compared to any other card when placed in a card sleeve.

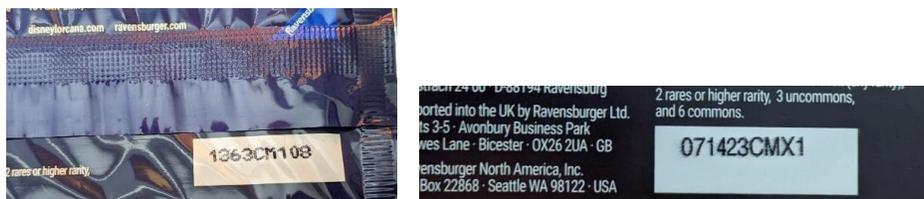
If you believe the above standards are not met and you were unable to exchange it at your place of purchase, you may submit a ticket via our contact form to request a product replacement.

Additionally, in some cases, missing cards may be considered eligible for a product replacement.

Before we can begin to review, we require the following information.

- A photograph of the damaged card(s) - or – if cards are missing, a photograph of the parts of your product that you did receive.
  - *Please note that we currently use picture evidence in lieu of requesting product be sent in for a physical review and therefore **all pictures must include a handwritten note with your name and the date.***
- A photograph of the receipt (including the store name from which the product was purchased)
- The batch ID found on the back of your product’s packaging:

# Disney LORCANA TRADING CARD GAME



Following an investigation, product inquiries will reach a determination on a case by case basis.

Please note, we will not replace product with damaged or missing card(s) of Common or Uncommon rarity (including foil). The damaged card(s) must be Rare or higher rarity. Additionally, replacements will only be supported up to 6 months following a set's release.

- Cards will only be replaced with a receipt from an authorized *Disney Lorcana* retailer (Secondary market purchases will not be accepted).
  - This replacement request must be submitted within 7 days of purchase listed on receipt.
  - Product obtained through participation or prizing in Organized Play is not valid for replacement.
  - Product purchased from Amazon is not valid for replacement.
- When submitting your request, our Consumer Support Representative will determine the proper replacement based on your issue and product availability.
  - In most instances of confirmed manufacturing damage or missing product, we will send you a replacement Booster Pack (matching the product you purchased).
  - We cannot guarantee the availability of all cards and products.
  - Additionally, if a product replacement is offered, but the same language is not available, the replacement product will default to English (pending availability).

We value your support of the *Disney Lorcana* brand and we have instituted this policy to help assure you have a positive experience; however, please understand that we have no obligation to replace any product once purchased by you. The decision to replace any product is made entirely at the sole discretion of our Consumer Service team.

We hope this provides you with a sufficient understanding of our replacement policy. For more assistance, please submit a request via our [Contact Form](#).

Ravensburger