

Refund Policy

Last modified: July 7, 2026

This Refund Policy applies to purchases made through the online auction platform operated by Hit Vault LLC (“Hit Vault,” “we,” “us,” or “our”). By placing a bid or completing a purchase, you agree to this Refund Policy, the Terms and Conditions, the Auction Rules, and the Privacy Policy.

Capitalized terms not defined in this Refund Policy have the meanings given to them in the Terms and Conditions.

1. Final Sale Policy

1.1 All Sales Final. All sales conducted through the Platform are final. Hit Vault does not offer general returns, exchanges, cancellations, or refunds.

1.2 Auction Purchases. By placing a bid, you acknowledge that you reviewed the item listing, photographs, descriptions, condition information, applicable buyer’s premium, taxes, shipping charges, and related terms before bidding.

1.3 No Buyer’s Remorse. Hit Vault does not issue refunds because of buyer’s remorse, dissatisfaction with the price paid, change of mind, changes in market value, or expectations about future resale value.

1.4 Mystery Boxes and Company-Owned Inventory. This Refund Policy also applies to fixed-price mystery boxes and items sold from Hit Vault’s own inventory, unless the applicable listing states a different policy. Mystery boxes are final sale, subject only to the limited refund grounds stated in this Refund Policy.

2. Limited Refund Eligibility

2.1 Hit Vault Error Required. A refund may be considered only if the issue is directly attributable to Hit Vault.

2.2 Eligible Grounds. Eligible grounds are limited to:

- (a) the item delivered does not match the lot or product purchased;
- (b) the item was materially misdescribed due to Hit Vault’s error;
- (c) the item was damaged while in Hit Vault’s custody or during packaging and the damage was not disclosed in the listing;
- (d) the item is determined not to be genuine and the issue is attributable to Hit Vault’s assessment or listing; or
- (e) for a mystery box, the merchandise received does not meet the disclosed minimum value stated in the applicable listing due to Hit Vault’s error.

2.3 No Automatic Refund. Submitting a refund request does not guarantee a refund. Hit Vault will review the request and determine whether it qualifies under this Refund Policy.

3. Exclusions

3.1 Excluded Claims. This Refund Policy does not cover:

- (a) buyer's remorse or dissatisfaction with the price paid;
- (b) changes in market value after purchase;
- (c) not receiving a specific card, player, grade, set, rarity, or market outcome from a mystery box, unless the applicable listing expressly guaranteed that specific item or outcome;
- (d) differences in grading opinion between Hit Vault and any third-party grading or authentication service;
- (e) any third-party grading or authentication service's later change, reversal, or disagreement regarding grade or authenticity;
- (f) variations in color, brightness, contrast, or appearance caused by screen settings, device settings, or photography differences;
- (g) damage occurring after confirmed delivery;
- (h) damage caused by the buyer or any third party after delivery;
- (i) missing packaging after delivery if the buyer fails to preserve packaging needed for review or carrier claims;
- (j) claims submitted after the required claim window; or
- (k) any issue excluded under the Terms and Conditions, Auction Rules, or applicable listing.

4. Claim Window

4.1 Deadline. Refund requests must be submitted promptly after delivery and no later than seventy-two (72) hours after confirmed delivery.

4.2 Late Requests. Requests submitted after the claim window will not be considered.

4.3 Delivery Confirmation. The claim window begins when the carrier confirms delivery to the shipping address provided by the buyer.

5. Required Evidence

5.1 Submission Requirements. To submit a refund request, you must contact Hit Vault at info@hitvault.co and provide:

- (a) your name and account email;
- (b) order number or lot ID;
- (c) a clear description of the issue;

- (d) photographs or video showing the issue;
- (e) photographs of the packaging and shipping materials, if the issue relates to shipping or damage; and
- (f) any other information reasonably requested by Hit Vault.

5.2 Preserve Item and Packaging. You must preserve the item, packaging, labels, shipping materials, and all included documentation while Hit Vault reviews the claim.

5.3 Failure to Cooperate. Hit Vault may deny a refund request if you fail to provide required evidence, fail to preserve the item or packaging, alter the item, or fail to cooperate with Hit Vault's review.

6. Review Process

6.1 Hit Vault Review. Hit Vault may review the original listing, photographs, condition notes, packaging records, shipment records, communications, and any evidence submitted by the buyer.

6.2 Additional Information. Hit Vault may request additional information before deciding the claim.

6.3 Determination. Hit Vault will determine, in its reasonable discretion, whether the issue qualifies for a refund or other resolution under this Refund Policy.

7. Available Resolutions

7.1 Possible Resolutions. If Hit Vault approves a claim, Hit Vault may offer one or more of the following resolutions:

- (a) full refund;
- (b) partial refund;
- (c) platform credit; or
- (d) another resolution agreed by Hit Vault and the buyer.

7.2 No Replacement Obligation. Because items sold through the Platform are unique collectible trading cards, replacement may not be available.

7.3 Refund Amount. Unless Hit Vault determines otherwise or applicable law requires otherwise, any refund will be limited to amounts paid for the affected item.

8. Returns

8.1 Return May Be Required. Hit Vault may require return of the item before issuing any refund.

8.2 Return Condition. Returned items must be returned in the same condition as received, with all packaging, labels, certificates, accessories, and documentation included with the shipment.

8.3 No Alteration. You may not alter, clean, open, remove from holder, resubmit for grading, repair, transfer, sell, or otherwise modify the item before Hit Vault completes its review.

8.4 Inspection. Refunds may be withheld until Hit Vault receives and inspects the returned item.

8.5 Return Instructions. If Hit Vault requires return, Hit Vault will provide return instructions. You must follow those instructions.

9. Refund Method and Timing

9.1 Original Payment Method. Approved refunds will generally be issued to the original payment method unless Hit Vault determines another method is appropriate.

9.2 Processing Time. Refund timing may depend on the payment processor, bank, or card issuer.

9.3 No Incidental Damages. Hit Vault is not responsible for incidental, consequential, expectation, market, resale, or investment losses relating to the item, except to the extent required by law.

10. Chargebacks and Payment Disputes

10.1 Use Refund Process First. You agree to use this Refund Policy process before initiating a chargeback or payment dispute.

10.2 Improper Chargebacks. If you initiate a chargeback or payment dispute that Hit Vault determines is improper, unsupported, or inconsistent with this Refund Policy, Hit Vault may suspend or terminate your account, contest the chargeback, and pursue collection of amounts owed, including fees and costs.

11. Relationship to Terms and Conditions

11.1 Terms Control. This Refund Policy supplements the Terms and Conditions. If this Refund Policy conflicts with the Terms and Conditions, the Terms and Conditions control.

11.2 Changes. Hit Vault may update this Refund Policy at any time by posting a revised version on the Platform. Changes are effective when posted unless otherwise stated.

12. Contact

Refund requests and questions about this Refund Policy may be sent to info@hitvault.co.