

1. **ALL SALES ARE FINAL.** We **DO NOT** accept returns on items unless your item was damaged during shipping or has a manufacturing defect. We try to check all items very carefully before sending them out, but in the unlikely event that your item was lost or damaged during shipping, please [contact us](#) as soon as possible. We will replace any lost or damaged items immediately, or refund your purchase price if the item is no longer available. Please only order if you are 100% sure that you want the item(s).

2. **You may NOT cancel an order once it is placed.** We do not accept cancelling because you changed your mind, no longer want the items, or cannot afford the item(s). So **PLEASE** only order if you want the item(s). If you make a mistake and order the wrong item, size, or type, please contact us immediately so we can fix your order **BEFORE** it is sent out. We send out orders very quickly, so please contact us as soon as possible. If your order has already been sent out, then you are responsible for the shipping cost to return the product to us. Any products that have been worn or opened **CANNOT** be returned.

3. **WE PROSECUTE ALL UNAUTHORIZED CREDIT CARD USE, CHARGEBACKS & SCAMS AS CREDIT CARD FRAUD.** If you order something from Pokevault.com and use an unauthorized credit card or file a chargeback, that is considered theft and credit card fraud and we will **FULLY PROSECUTE** to the full extent of Japanese, USA and international laws. **THIS INCLUDES USING YOUR PARENTS CREDIT CARD WITHOUT PERMISSION.** The penalties for credit card fraud can range from fines of \$10,000 to up to 10 years imprisonment. **WE TAKE THIS VERY SERIOUSLY** and will not hesitate to prosecute.

Number of arrests for credit card fraud to date: 7

If you file a chargeback, your name, IP address and credit card information will be filed with the international credit card fraud protection agency, and your IP address banned so you will be banned from ever ordering again. Your name/address will also be put on the blacklist and the information shared with other Pokemon selling sites.

YOU WILL GET CAUGHT AND YOU WILL GET PROSECUTED, SO JUST DONT DO IT!!!!

*** If you have a problem with something that you ordered, please [contact us](#) so that we can fix the problem immediately. We will always try to make sure that you get exactly what you ordered in the exact condition as stated. **PLEASE DO NOT** charge us back before contacting us.

4. We try to ship all items within 24-48 hours of receipt of payment (We cannot ship on weekends or National holidays). Shipping usually takes 7-14 days for 1st class airmail and 3-7 days for EMS shipping. *****This time is only an average shipping estimate. Certain countries take longer than others to deliver.** Obviously we cannot write the shipping time for each country individually, so this is just an estimate based on the average time to most country. **Shipping to Africa, South America, Mexico, Italy** and some other countries take longer than other countries (Usually 3-5 weeks for airmail). **Please be aware that shipping can also take longer during the holiday season or if there is any type of customs delay.**

5. If you are under 18 years of age, you are not allowed to order, **UNLESS** you have your own credit card. We **DO NOT** allow the use of your parents credit card. If you wish to use your parents credit

card, **PLEASE** have your parents order for you.

6. We are **NOT RESPONSIBLE** for any import tax, customs tax, duties, or VAT tax that your country may impose.

7. We are not responsible for any misdirected or returned mail due to incomplete or incorrect addresses. **This includes not entering your zip or postal code and not choosing your state or region in the pulldown menu.** Please make sure your address is correct to insure that you receive the items. **We are also not responsible for any registered mail or EMS packages that get returned due to the fact that they tried to deliver and you were not home.** It is your responsibility to watch for your package. **The buyer is responsible for any re-shipping costs. The post office in some countries send packages back in as little as 5 days if they are not picked up, so please watch for your packages.** [contact us](#) if you need help tracking your packages.

8. If you pay by Paypal echeck (Comes out of your bank account instead of credit card), due to the number of bad echecks we have been receiving, your order will be held until your payment clears. This can take a week and in some cases even longer.

9. We reserve the right to cancel any order at any time if the product is no longer available, incomplete or incorrect name/address, or in the case of fraudulent or unauthorized credit card.

10. We try our best to describe the item's condition to the best of our ability. This is especially difficult when it comes to cards or the paper tags on plush toys. Everyones idea of "mint condition" or "near mint condition" seems to be different, so we tend to write worse condition in the description than the card actually is to be safe. Please keep in mind that we try our best to accurately describe all items. If you are unsatisfied with the condition of your item, please [contact us](#) so that we can fix the problem.

11. If there is a product that we have and you would like more than the quantity listed, please [contact us](#) and we will try to get more if possible.

The terms and conditions are for everyone's protection, so please try abide by them.