

Refunds and support

This page is a plain summary. The full terms are in the [refund policy](#).

Need help? Contact support: <https://amiga.gg/en/help/contact>



Draft for legal review

This text is a placeholder and has not been reviewed by a lawyer. Don't rely on it.

In this manual

1. The main rule
2. When you can ask for a refund or replacement
3. What isn't refunded
4. How a refund is paid
5. How to contact us

The main rule

Digital codes that have been delivered are generally not returnable. Once a code has been shown or redeemed, anyone who has it can use it, so we can't take it back.

If a code doesn't work, we investigate and refund or replace it. If we can't deliver an order, we don't charge your card.

When you can ask for a refund or replacement

- The code is invalid or used, although you haven't used it.
- The code wasn't delivered by the promised deadline.
- The product isn't the one you ordered.

Contact us within 14 days of delivery, with your Order ID and the error message. See [what to send to support](#).

What isn't refunded

- A code bought for the wrong region, when the region you confirmed doesn't match your account. This is why you should check your [region](#) before you pay.
- A code that was redeemed successfully and used.
- A code you shared with someone else, or one lost to a scam. See [Security](#).

How a refund is paid

We refund the card you paid with; your bank decides when the money appears, usually within a few working days. For cash on delivery orders, we refund in cash and arrange it with you.

How to contact us

- Email support: see the [Contact](#) page for the address and the hours.
- Always include your Order ID.
- We reply within one working day.