

Troubleshooting

Most problems are solved with a quick check. Go through the steps below before you write to us.

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

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The first checks

- 1 Are you in the right account, and does its region match the card? See [region](#).
- 2 Did you enter the code exactly? Use copy and paste.
- 3 Are you redeeming in the right place? Roblox cards are redeemed in a browser, Riot cards only in the game client.
- 4 Try again after a few minutes, or from another device.

The code says "invalid"

- Use **Copy code** on the order page instead of typing it.
- When you paste, don't include spaces at the start or the end.
- Codes often contain characters that get confused: **O** and **0**, **I** and **1**, **B** and **8**, **S** and **5**. Compare with the code shown.
- Nintendo codes never contain hyphens: type the 16 characters without them. For other platforms, follow the format shown.
- Some platforms require capital letters. Type them in capitals.

The code says “already used”

- 1 Check your purchase history or the account's balance: you might already have redeemed it, or someone else with access to the account did.
- 2 Check any other account you have on the platform.
- 3 If you are sure you haven't used it and nobody else has, write to us right away with your Order ID. Don't try several times.

The region or currency doesn't match

The platform says the code is for another region. Don't try other accounts and don't change your account's region just for this code. Write to us with your Order ID, the platform and your account's region, and we will look into it.

Account restrictions

- A child account or one with parental controls might not allow redeeming. Ask the parent to allow it.
- An account suspended or restricted by the platform doesn't accept codes. Sort it out with the platform's support.
- Some platforms require you to verify the account (by email or phone) before they accept a code.
- A pre-order might not show in the library at once: wait and refresh.

The code hasn't arrived

See [how to get your code](#). For delayed deliveries, wait until the promised deadline.

What to send to support

- Your Order ID (it starts with order_) and the order's email address.
- The platform, the product and your account's region.
- The exact error message, ideally with a screenshot. Hide the code in the screenshot.
- When it happened and what you have tried.



Never send your account password and don't send the full code. We find the code in your order.

Write to [support](#).