



Refund Policy

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This Refund Policy applies to all purchases made through Trading Card Games Kuala Lumpur (“TCGKL”), operated by HAJOON CAPITAL SDN BHD, including event tickets and merchandise purchased via our website at <https://tcgkl.com> (<https://tcgkl.com>) or at our physical events.

1. Event Ticket & Signing Session Bookings

All event ticket and signing session bookings are non-refundable once purchased. No cancellations or refunds will be issued for attendee-initiated cancellations, regardless of timing.

By completing your purchase, you acknowledge and agree that all ticket and signing session sales are final.

2. Merchandise Refunds

We offer refunds and/or exchanges within the first 7 days of your purchase. If 7 days have passed since your purchase, you will not be offered a refund and/or exchange of any kind. To be eligible for a merchandise refund:

- Your item must be unused and in the same condition that you received it.
- The item must be in the original packaging.
- A receipt or proof of purchase is required to complete the return.
- Only regular-priced items may be refunded. Sale items cannot be refunded.

3. Exchanges (If Applicable)

We only replace items if they are defective or damaged. If you need to exchange a defective or damaged item for the same item, please send us an email at support@tcgkl.com (<mailto:support@tcgkl.com>) and send your item to:

TCGKL (Owned by Hajoon Capital Sdn Bhd)

No. 9-1, Jalan AU 1A/4B,

Taman Keramat Permai,

54200 Kuala Lumpur, Malaysia.

4. Exempt Goods

The following are exempt from refunds:

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 7 days after purchase.
- Sale or discounted items.
- Digital goods or downloadable products.

5. Event Cancellation by TCGKL

If TCGKL cancels an event, all ticket holders will receive a full refund automatically. Refunds will be processed to the original payment method used at the time of purchase.

6. Event Rescheduling

If an event is rescheduled by TCGKL:

- All existing tickets remain valid for the new date.
- If you cannot attend the rescheduled date, you may request a full refund by contacting us before the new event date.

7. Partial Attendance

No refunds are provided for partial attendance or unused portions of multi-day event passes. Tickets are issued for the full event duration and cannot be prorated.

8. Refund Timeline

Once your refund request is received and approved:

- Refunds will be processed within 7–14 business days to the original payment method.
- Depending on your bank or card issuer, it may take additional time for the refund to appear on your statement.

9. Late or Missing Refunds

If you have not received an approved refund within the expected timeframe:

- First, check your bank account again.
- Then contact your credit card company — it may take some time before your refund is officially posted.
- Next, contact your bank. There is often some processing time before a refund is posted.
- If you have done all of this and you still have not received your refund, please contact us at support@tcgkl.com (mailto:support@tcgkl.com) or call us at +603-4257 7009.

10. Return Address

For merchandise returns, please send items to:

Hajoon Capital Sdn Bhd

No. 9-1, Jalan AU 1A/4B,

Taman Keramat Permai,

54200 Kuala Lumpur, Malaysia.

11. Contact Us

For refund requests or questions about this policy, please contact us:

- Email: support@tcgkl.com (mailto:support@tcgkl.com)
- Phone: +603-4257 7009
- Address: Hajoon Capital Sdn Bhd, No. 9-1, Jalan AU 1A/4B, Taman Keramat Permai, 54200 Kuala Lumpur, Malaysia