



Disney Lorcana Replacement Policy

We strive for every *Disney Lorcana* card in our booster packs and products to meet a standard level of quality. While we have quality control processes in place to ensure our standards, damage from manufacturing can occasionally occur. In this unlikely scenario, your purchase may be eligible for a replacement product.

In order to request a replacement, you **must**:

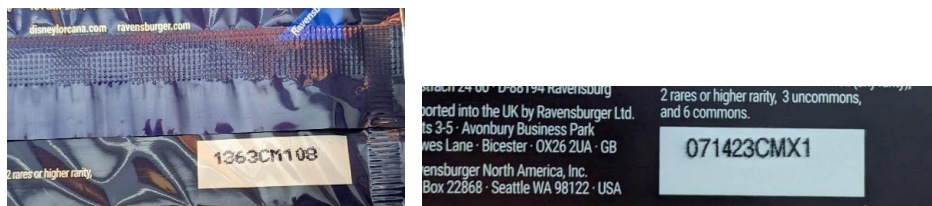
- **Submit a request via the contact form (details below)**
- **Send a written letter in English;**
- **The letter must include:**
 - **Your name**
 - **Your email address**
 - **The product name**
 - **A detailed description of your issue**
- **A photograph of the damaged card(s)**
- **A photograph of the receipt (including the store name from which the product was purchased)**

To define our “standard” level of quality, a Disney Lorcana card should have:

- The appearance that it’s never been played, with little to no wear.
- No deep nicks, scratches, or cuts.
- No majorly bent or miscut edges.
- Only minor instances of spots.
- No issue being played with, being unremarkable or unrecognizable compared to any other card when placed in a card sleeve.

If you believe the above standards are not met, and were unable to exchange it at your place of purchase, you may submit a ticket via our contact form to request a product replacement.

Additionally, in some cases, missing cards may be considered eligible for a product replacement. Before we can begin to review a missing product inquiry, we require a clear photo of the back of your product’s packaging showing the batch number:



Following an investigation, missing product inquiries will reach a determination on a case by case basis.

Please note, we will not replace product with damaged or missing card(s) of Common or Uncommon rarity (including foil). The damaged card(s) must be Rare or higher rarity. Additionally, replacements will only be supported up to 6 months following a set’s release.



- If your contact form request is approved, you must send the information detailed above in a written letter in English.
- Cards will only be replaced with a receipt from an authorized *Disney Lorcana* retailer (Secondary market purchases will not be accepted).
 - This replacement request must be submitted within 7 days of purchase listed on receipt.
 - Product obtained through participation or prizing in Organized Play is not valid for replacement.
 - Receipts dated August 2023 will be considered until October 31, 2023.
- When submitting your request, our Customer Support Representative will determine the proper replacement based on your issue and product availability.
 - If it is determined you have purchased a damaged or incomplete product, please place all cards in the original packaging and ship to the United States address they will provide.
 - Once received, a final check of the product will happen before a determination is made.
 - In most instances of confirmed manufacturing damage or missing product, we will request a shipping address to send you a replacement Booster Pack (matching the product you purchased).
 - In some rare instances, an exact card replacement may be available, however we cannot guarantee the availability of all cards and products.
 - Additionally, if a product replacement is offered, but the same language is not available, the replacement product will default to English (pending availability).

We value your support of the Disney Lorcana brand and we have instituted this policy to help assure you have a positive experience; however, please understand that we have no obligation to replace any product once purchased by you. The decision to replace any product is made entirely at the sole discretion of our Customer Service team.

We hope this provides you with a sufficient understanding of our replacement policy. For more assistance, please submit a request via our [Contact Form](#).