

Return and Refund Policy

SLGameHouse • <https://slgamehouse.com> • Last updated 22 October 2026

Scope and how to request help

This policy applies to products and rentals supplied by SLGameHouse, operated by Sasanka Wijesinghe, at Embulambe, Rambukkana. Contact slgamehouse@outlook.com or 077 277 7347 (phone and WhatsApp) with your order number, purchase date, product and a description of the issue. Include relevant photos or error screenshots where available. Do not send passwords, payment security codes or unredeemed gift codes in public messages.

Cancellation before fulfilment

You may request cancellation before a physical order is dispatched, a digital code or access is delivered, or a rental begins. We will confirm whether fulfilment can be stopped. If cancellation is confirmed, we refund the payment for the cancelled supply. If we cannot provide an accepted order within the agreed timeframe and you do not accept a revised date, you may cancel the unfulfilled portion for a refund.

Physical games and other physical items

For a change of mind, request a return within 7 calendar days of delivery. The item must be unused, with original packaging and any seals intact; included codes must be unredeemed. Contact us for return instructions before sending it. You pay reasonable return shipping for a change of mind. We do not charge a restocking fee. Original delivery charges are not refunded for a change of mind unless required by law.

For an incorrect, damaged, faulty or materially misdescribed item, contact us promptly, preferably within 7 calendar days of delivery, so we can investigate. That reporting period does not remove statutory rights. We will arrange an appropriate replacement, repair where suitable, or refund, and cover reasonable return costs when the issue is our responsibility. Keep packaging where practical, but missing packaging alone does not remove rights for a faulty item.

Return and Refund Policy continued

Digital games and gift cards

Delivered, revealed, downloaded, activated or redeemed digital products and gift cards are generally not eligible for change-of-mind returns because they cannot reliably be taken back. A product that has not yet been supplied may be cancelled as described above. This restriction does not prevent a remedy for an invalid or previously used code, incorrect product, non-delivery or another failure attributable to us.

Report an activation problem promptly, preferably within 7 calendar days of delivery, with the platform error and order details. We may check redemption status with the supplier and ask you to complete reasonable troubleshooting. If we cannot supply a working replacement within a timeframe you accept, we will refund the affected product. We will not refuse a valid claim solely because the preferred reporting period has passed. A correctly disclosed region or platform mismatch caused by the customer selecting the wrong product is generally not refundable once delivered, subject to applicable rights.

Rentals and deposits

A rental cancelled before it begins is refundable if access has not been provided or the item dispatched. After the rental begins, unused time is generally not refundable for a change of mind. If our supply or access fails, we will offer restoration, replacement, an agreed extension or a proportionate refund for the unavailable period; if the rental is unusable from the outset and cannot be remedied, a full rental-fee refund applies. Any deposit deductions must follow the charges disclosed before payment and be explained with supporting details. Unused deposits are returned within 5 business days after the item is returned and checked.

Refund decisions and payment

We aim to respond within 2 business days and explain any further information needed. We initiate approved refunds within 5 business days of approval, normally to the original payment method. The bank or payment provider may take additional time to credit the account. If the original method cannot receive the refund, we agree a secure alternative. For our errors, approved refunds include the affected product and relevant delivery charges without a processing-fee deduction. We do not require store credit instead of a monetary refund to which you are entitled.

Your rights

These terms do not exclude mandatory consumer rights. Independent marketplace sellers are responsible for their own transactions unless we expressly identify ourselves as the seller or provide additional protection in writing.