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**Returns & Refunds Policy**

**Effective Date:** 01/03/2025

By purchasing from CITYSPROUT GAME CIC (“we”, “us”, “our”), you agree to this Returns & Refunds policy.

**1. Eligibility for Returns**

* Items must be returned within 14 days of delivery.
* Items must be unused, in original packaging, and in resalable condition.
* Proof of purchase is required.

**2. Refunds & Exchanges**

* If your item is faulty or damaged, we will offer a full refund or exchange.
* If you change your mind, we offer refunds excluding shipping costs.
* Refunds are processed within 5-10 business daysafter the return is approved.

**3. How to Request a Return**

* Contact us at citysproutgame@gmail.com with your order details.
* You are responsible for return shipping costs unless the item is faulty.