

GotYou Game – Shipping & Returns Policy

■ Delivery Areas

We currently ship GotYou across Malta, The Netherlands, Belgium, and the rest of Europe. All orders are shipped from our local hubs to keep delivery fast and affordable.

■ Shipping Costs

Destination	Shipping Method	Delivery Time	Cost to Customer
■■ Malta	Local Mail (Letterbox)	1–3 business days	Free Shipping
■■ The Netherlands	Letterbox Delivery (PostNL)	1–3 business days	€3.95
■■ Belgium	Letterbox Delivery (bpost)	2–4 business days	€4.50
■■ Rest of Europe	Standard Tracked Shipping	3–7 business days	€7.95

■ Packaging

Each game is securely packed in a flat, sturdy letterbox-sized box (200 × 130 × 28 mm). Your GotYou game will arrive safely, ready to play – no bulky packaging or excess materials.

■ Processing & Dispatch

Orders are typically processed within 1–2 business days. You'll receive a confirmation email once your order has shipped. For tracked shipments (outside Malta, NL, BE), a tracking link will be included.

■ Returns & Refunds

If you change your mind after purchase, you can return your GotYou game within 14 days of delivery. Items must be unopened and in original condition. Once we receive the returned item, we'll issue a full refund (excluding shipping costs).

To start a return, please email us at info@gotyougame.com with your order number, name, and reason for return. We'll reply with simple instructions on how to send your game back.

■ Damaged or Incorrect Items

If your order arrives damaged, incomplete, or incorrect, please contact us within 7 days of receiving it. We'll send a replacement or issue a refund, whichever you prefer.

Include a short description of the issue and photos of the product and packaging (if applicable). We'll handle it quickly – promise. ■

■ Refunds

Refunds are made to your original payment method within 3–5 business days after we receive and approve the returned item. You'll receive a confirmation email once the refund has been processed.

■■ Non-returnable Items

- Used or opened games
- Promotional or giveaway items
- Items purchased from third-party resellers (please contact them directly)

■ **Contact**

If you have any questions about your return or refund, reach out anytime:

■ info@gotyougame.com

Instagram / Facebook / TikTok → @GotYouGame