

SEIANIME

General FAQ

Your guide to shopping, events, and conduct at SEIANIME.

GENERAL INFORMATION

What is SEIANIME?

SEIANIME is a fandom-focused space offering themed merchandise, community events, and an inclusive environment for all fans of anime, gaming, and pop culture.

STORE POLICIES

Do you offer shipping?

At this time, SEIANIME does not offer shipping. However, we do offer an **Order Online, Pick Up In Store** service. Once your online order is ready, you'll be notified and can pick it up at our store or booth location. Please bring a valid photo ID and your order confirmation when picking up.

Can I return or exchange items?

Yes. Most items can be returned within **30 days** of purchase if they are unused, in original packaging, and in resalable condition.

Non-returnable items include:

- Opened packaged items (e.g., figurines, card decks)
- Nendoroids
- Trading card packs and sealed decks
- Clothing that has been visibly worn

Refunds will be issued to the original form of payment. SEIANIME reserves the right to deny returns that do not meet return criteria.

EVENTS & RAFFLES

Do you host events?

Yes! We regularly host events including raffles, movie nights, and vendor showcases. Please check event flyers or our social media for event-specific rules and age restrictions.

How do raffles work?

Raffle tickets are often earned with a food or drink purchase or through event participation. Winners are announced as stated in the event description.

Are events all-ages?

Most are all-ages, but some events (e.g., dances) may be restricted to ages **18+**. Please check the event info or ask a staff member for clarification.

COSPLAY & DRESS GUIDELINES

Can I wear cosplay in the store?

Absolutely! Cosplay is welcome and encouraged, as long as:

- It is family-friendly, unless an adult restricted event **18+**
 - You can safely move and work in it (for staff and volunteers)
 - Props are clearly non-functional and not realistic weapons
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STORE ETIQUETTE & PRIVACY

Can I take photos in the store?

Photography is allowed, but please be respectful:

- Do not photograph other guests or staff without permission
- Do not take or post photos intended to mock, embarrass, or target others
- SEIANIME is a judgment-free space; conduct that disrespects others will not be tolerated

What happens if someone violates store policies?

SEIANIME reserves the right to refuse service or ask a guest to leave if they violate any of our policies or create an unsafe or disrespectful environment.

SAFETY & HEALTH

What health and safety measures are in place?

We maintain a clean and safe environment. We ask that guests:

- Use hand sanitizer if available
 - Stay home if feeling unwell
 - Avoid blocking walkways or engaging in disruptive behavior
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OTHER QUESTIONS

Can children visit the store alone?

Guests under 13 must be accompanied by an adult at all times.

Are pets allowed?

Only registered service animals are allowed in the store or event space.

Who do I contact with additional questions?

Email: Info.seianime@gmail.com

Phone or Social Media: [@sei.anime](#)

Website: Seianimedfw.com

Thank you for helping make SEIANIME a welcoming space for everyone!

We're happy to have you here — whether you're shopping, cosplaying, or just exploring your fandom.