



BLACK DIAMOND GAMES

1950 Market Street, Suite E

Concord, CA 94520

925-681-0600

www.blackdiamondgames.com

10am-10pm, Monday-Saturday

10-am-6pm, Sunday



What is Black Diamond Games?

Black Diamond Games is a hobby game store. Hobby games are unplugged, social games played on a table top. We offer hundreds of board games, card games, miniature games, and role-playing games. The tradition of hobby gaming is over 50 years old and stores like ours have been around for decades. We also provide a dedicated game center for playing hobby games.

How does the game center work?

The game center is always open during business hours. You can use the game center to play hobby games, at no charge. Occasionally, there are special events that incur an entry fee, but the money is used as prize support for the event. The game center is intended as a community center, as opposed to a profit center for the store. By supporting the community, our community supports us back by buying our games.



Where can I find out about game center events?

You can view the calendar online by following the link off our website. We also post events on several boards in the store, including a friend finder bulletin board where you can post requests for fellow gamers. You are strongly encouraged to create your own events for in-store play. If you don't see one you're interested in, consider proposing one to a staff member. Most of our events evolve this way. Our only requirement is that your event be open to everyone.

Can I special order games?

Absolutely. Special orders usually arrive the next business day, if the order is placed before 2pm. There is never a special order charge and you won't be asked to pay shipping. Some items take longer than next day, depending on the supplier. The only items we don't take orders on are toys, as they require us to order in case quantities. We require payment in advance on all special orders, either in person or over the phone with a credit card.

Can I order games before they come out?

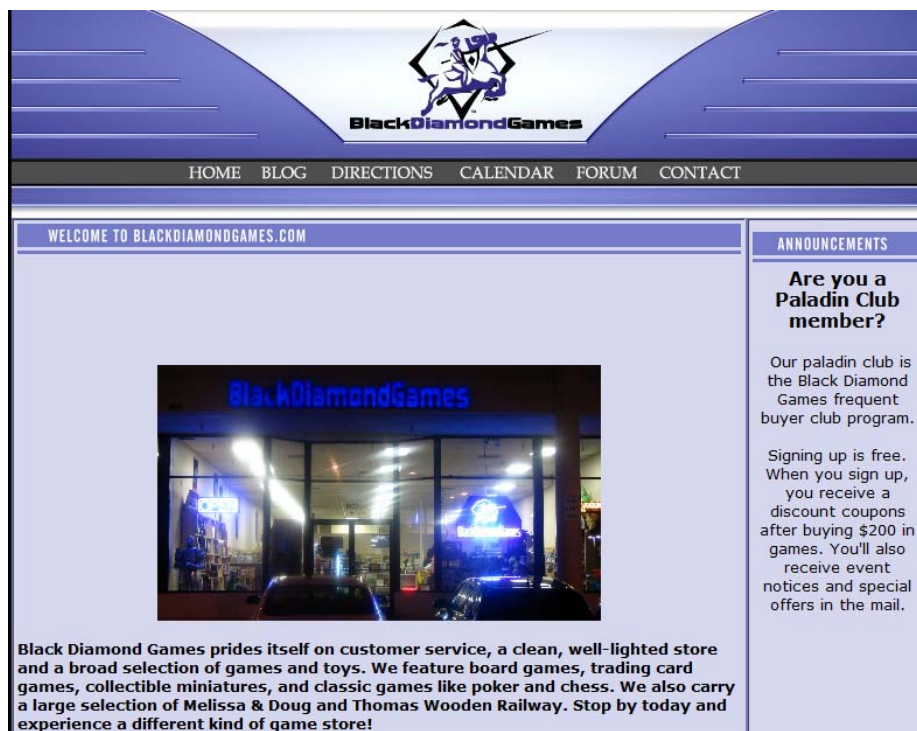
Yes, pre-orders are highly encouraged for popular games or unusual games that we may not stock deeply. When your game arrives, we'll keep it in a case behind the counter so you'll be guaranteed your copy. Pre-orders are handled just like special orders, with payment required in advance. Even if you aren't willing to commit to a pre-order, we always appreciate hearing your intent to buy a new product, since it helps us forecast our orders.

What's your return policy?

If an item is unopened, we'll take it back with a receipt for cash or credit within 30 days of purchase. If it's opened, we can't take it back. Items without a receipt can be returned for store credit. Some things we cannot accept for returns, including software, paint, magazines and collectible games.

Where can I find more information about the store?

Our website has the basics, but it links to additional resources, such as the store calendar, forum, and blog. There's also a Black Diamond Games *Facebook* site, where you can get early notification of sales and other events.



The image shows a screenshot of the Black Diamond Games website. At the top, there is a logo featuring a knight on horseback slaying a dragon, with the text "BlackDiamondGames" below it. A navigation menu includes links for HOME, BLOG, DIRECTIONS, CALENDAR, FORUM, and CONTACT. Below the menu, a banner reads "WELCOME TO BLACKDIAMONDGAMES.COM". The main content area features a photograph of the store's exterior at night, with the store name illuminated in blue neon. To the right of the photo is an "ANNOUNCEMENTS" section with the heading "Are you a Paladin Club member?". The text below the heading describes the club as a buyer club program with a \$200 purchase requirement for discounts and event notices.

Are you a Paladin Club member?

Our paladin club is the Black Diamond Games frequent buyer club program.

Signing up is free. When you sign up, you receive a discount coupons after buying \$200 in games. You'll also receive event notices and special offers in the mail.

Black Diamond Games prides itself on customer service, a clean, well-lighted store and a broad selection of games and toys. We feature board games, trading card games, collectible miniatures, and classic games like poker and chess. We also carry a large selection of Melissa & Doug and Thomas Wooden Railway. Stop by today and experience a different kind of game store!

Do you buy games?

We purchase role-playing books for the most part, but occasionally we'll buy war games and Euro style board games. This also means you can find a variety of different used games each time you visit the store. Some people travel many miles for these hidden treasures.

About the Store

Black Diamond Games started in Walnut Creek in 2004 and moved to larger facilities in Concord in late 2007. There is only one store and it's privately owned by a group of local gaming enthusiasts. The store is named after *Black Diamond Mines Regional Park*.

Special Events

There are several big events that happen every year:

Ding & Dent Auctions. This quarterly event features slightly damaged and discontinued games sold at a fraction of the retail price. It's also a great time to auction off games you no longer want or find that special game that a fellow customer is getting rid of.

Anniversary Party. Usually held in November, our anniversary party features free food and drink, live entertainment and usually a sale of some kind. We also hold raffles every 30 minutes, where we give out big bags of prizes to the lucky winner.

Mini-Cons. Check coming months for our mini conventions, when we'll feature a themed event such as board games, war games, or role-playing games. We're always looking for volunteers to run a game at these events, so let us know if you're interested.



Ding & Dent Auction



Face painting at 2008 Anniversary Party



Board game mini-con 2007



2007 Anniversary Party