

Return Policy:

Here at Thetoysshops we believe in 100% customer service and strive to please all Thetoysshops. We always do our best to take care of our valuable customers.

In the unlikely event if any product that you have purchased is damaged or incorrect then you may return your product. To be eligible for a refund, the product must be returned to Thetoysshops in a resalable & unused condition. The item must be in the original packaging and returned with any accessories or free gifts within 5 days from the day it was delivered.

These categories cannot be returned:

1. Used or not in the same condition and packaging as you received it.
2. Items which have been used or installed.
3. Products that have been tampered with or a missing serial numbers.
4. Products with missing labels or accessories.

Important Notes:

- 1. If you received an item Damaged or incorrect then we may request you to share Pictures or a video with the order Number. The link to upload Pictures and video will be given to you by us.
- 2. If you received a damaged item then you will have to inform Thetoysshops within 3 days of delivery.
- 3. Please make sure that all returned items are packed securely to prevent any loss or damage during transit.

Refund Policy:

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If it's approved, then your refund will be processed, and the credit will automatically be applied to your credit card or original method of payment, within a certain amount of days, depending on your card issuer's policies.

Late or missing refunds (if applicable) :

- 1. If you haven't received a refund yet, first check your bank account again.
- 2. Then contact your credit card company, it may take some time before your refund is officially posted.
- 3. Next, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at thetoysshops247@gmail.com

Sale Items:

Items which are part of any sale/offer cannot be refunded unless they are faulty.

Contact Details:

If you have any questions regarding the returns and refund policies then please [contact us](#).