



PLEASE PRINT

Your Name: _____

Address: _____

Telephone: _____

E-mail: _____

Sales Order SO# or AO#: _____

If gift, name of purchaser: _____

Style Number: _____

Returning for:

- Refund
- Repair – please indicate problem below

Repair RA# _____

Reason:

- Incorrect item received
- Arrived damaged/defective – please explain below
- Size – too big
- Color
- Other – please indicate reason below

Additional Comments: _____



Our Return Policy – PLEASE READ CAREFULLY!

ToyWatch USA is committed to making your shopping experience a success. If you are not 100% satisfied with your purchase from toywatchusa.com, we will accept returns of an unworn, undamaged watch in its original box, for up to 30 days from the date of purchase, for a full refund, minus shipping and handling.

Please note that your ToyWatch must be returned in the original ToyWatch display box and with the wristband in its original condition/length. For any watch returned with a shortened wristband the cost of that item will be deducted from the refund.

- \$25.00 Clear Acrylic, Plasteramic
- \$65.00 Jelly
- \$40.00 Heavy Metal, Luxury Plasteramic
- \$20.00 Grosgrain
- \$35.00 Rubber

Return for Refund:

Please contact customerservice@toywatchusa.com prior to returning any watch for refund; you will require a repair RA#!

Your RA# must be clearly displayed on the outside of the shipping carton. Failure to do this will result in the package being refused and returned to you.

Securely wrap the package and we advise that you purchase tracking and insurance on your returned item or send via a carrier that automatically covers your package, such as UPS or FedEx. ToyWatch USA is not responsible for lost packages nor are we responsible for the cost of returning an item back to us.

Once received and inspected, a credit will be issued for all returned watches meeting the 30 day guarantee provisions. In all cases, refunds will be made in the form of the original payment and takes approximately 14 days from date of receipt of returned item.

Received Damaged/Defective:

Please contact customerservice@toywatchusa.com prior to returning any damaged/defective watch; you will require a repair RA#!

If you receive a damaged/defective watch, upon our inspection and at our discretion, we will send you a replacement or issue you a full refund after you have returned the damaged/defective product. You will not be charged any additional shipping fees for replacement items.

Repairs:

Please contact customerservice@toywatchusa.com prior to returning any watch for repair; you will require a repair RA#!

Problems, Questions, Suggestions:

If you have any questions regarding this order, please email us at customerservice@toywatchusa.com, and quote your SO number.

Failure to complete this form in full may delay your refund or repair being processed in a timely manner.

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| **ToyWatch USA, Incorporated**

| care of **Global Logistics Solutions**

| **5389 North Nob Hill Road**

| **Sunrise, Florida 33351-4761**

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| RA# _____