

Return Goods Regulation



Quality toys
for kids all over the world

As you probably know, we set high standards to the quality of our collection each year. Unfortunately it is inevitable that occasionally malfunctions or defects occur in an item. When this occurs to an item we will, within reason, replace or credit this item. We have set some rules to guide us through this costly process.

These regulations **ARE** intended for:

- Items that have been delivered to you no longer than 1 year ago and which have been defective due to normal use
- Items of which we know of a structural problem

These regulations **ARE NOT** intended for:

- Items of which the net purchase price is less than € 1,00
- Inflatable items, such as street balls and stitched balls.

You are allowed to return defective items to us 2 times a year.

If the total amount of the returned goods is less than € 50,00 we request you to collect the goods and return all defective goods once a year.

Return Goods always need to be notified in advance to us by fax or e-mail, stating:

- Item number
- Quantity
- Your purchase price
- Total quantity of cartons to be picked up

The fax number for return goods is **+31 (0)182 – 632 320**

The email address for return goods is **retour@johntoy.nl**

After receiving this information, the goods will be collected as soon as possible.

ATTENTION !!

- Johntoy arranges a transporter to pick up the goods free of charge
- When you return the goods yourselves, the costs will be for your own account.
- It is not possible to give return goods to the representative
- The representative cannot settle the return goods with you.
- Return goods which aren't notified to us in advance will be rejected.
- If the payments have not been completed within the payment terms, this return good regulations is not valid.