

# Phuket Shopper Return Policies

## Toys & hobbies return policy

This warranty and return policy are only available for the sub-categories of toys and hobbies products.

### **Return policy**

#### **DOA (Toys and hobbies products defective on arrival)**

If the item arrives broken or is faulty, please do not hesitate to contact us within 3 days from its delivery date, and then follow the **3 Days Product Guarantee**. Due to the fact that these are considered high-value items, you may have to return the defective product, which should come with all its accessories, like cable, charger, and battery. If a component or accessory is missing, we will ask you to pay for it. We will cover the return shipping fees.

#### **If you dislike the toys and hobbies product**

If you dislike the item for any reasons, you can contact us within 3 days after its delivery date. Please send us some photos or a video to show the item you received in the same condition as it was delivered to you. After receiving our confirmation, you can send the product back to us. You will have to pay the return shipping fees.

We will send you a refund of your purchase minus the shipping fees after receiving the defective product. We will also need to assess the nature of the product as well as confirming that all its accessories are included in the return package and that the product has no further damages or scratches.

Note: You are responsible for paying all the customs charges and import duties on the return package. We will deduct the import taxes paid from the refund amount.

#### **Broken within 3 days**

If the item is faulty within 3 days after delivery or 30 days after shipment and the problem is caused by its manufacturing process, we will arrange a replacement or a refund according to your preferences.

We will cover the return shipping fees, which will be refunded to you after the defective item has arrived in our warehouse. Any further costs incurred during the return process will be at your expense. After receiving the product, we will arrange the refund or the reshipment order. If the problem can be solved in other ways by upgrading the system or receiving some spare parts, please contact our customer service to receive further assistance. Accidental damage and damage resulting from misuse, abuse or any other cause not related to the product itself are not covered by this warranty.

#### **Broken after 3 days**

If the item is broken 3 days after delivery or 30 days after shipment, we can not guarantee a refund, replacement or a repair.

#### **Notes:**

- Please contact us before returning a defective item; otherwise the return process may be delayed.
- We can arrange a refund or a replacement of the product after receiving the defective item and confirming that it is indeed defective;
- The return shipping fees will be at the customer's expense, except in case of DOA and broken within 3 days cases;
- If you do not want to pay high import duties on the return package, please avoid selecting an express mail service like DHL, UPS, TNT, FedEx, and similar ones;
- Please include a note inside the return package by including the following details (this will accelerate your return request):
  - your order number;
  - the product ID or name and the quantity;
  - a short description of the problem occurred with this product;
- If you encounter any difficulties in returning a product, please do not hesitate to contact us to discuss other forms of compensation;
- If the defect on the product is not related to its manufacturing process, the customer should pay the return shipping fees.
- If you refuse delivery of a parcel due to import duties or taxes, you assume all liability for all costs involved in returning the item to us.
- You are also liable for any import duties or taxes incurred during the return process.