



Thank you for again purchasing from us!

Please keep in mind that you credit card charge will reflect our parent company POKEPOKE.COM LLC as the billing company for your transaction.

If you have questions about your purchase please

email us at **toydestination@GMAIL.COM** (our customer service department does check email 7 days a week). Always refer to your order number which is on the other side of this invoice, it is the five digit number (the x's) pokepokecom-XXXXX. If you can't find your order number please include you address in your email message.

- Returns of factory fresh unopened products are gladly accepted within 30 days of when you receive the merchandise. Items that have been repackaged or have the original tags removed may be subject to a 30% restocking charge.
- After 30 days we DO NOT accept items for credit card refund, instead we issue store credit. Store credit is good for one year from issue date
- After 90 Days no returns are accepted under any circumstances.
- Warranty claims are either handled by the manufacturer or ourselves, please email us for the remedy of any defective issues. Some examples: Backpacks, Luggage and lunch boxes are warranted by us for 90 days (abuse is not covered), Tin and metal products from any vendor have a 15 day warranty. Watches need to be returned to their vendor directly.
- Original shipping charges from our warehouse to you are **NOT REFUNDABLE** credit will only be issued for the merchandise received.

If you wish to return a new and unopened item(s) you may do so without calling us or emailing us. Our return address is:

**Toy Destination Returns
89 Oak Drive
Upper Saddle River, NJ 07458**

We do not pay the shipping charges for you to return items to us. You are responsible for all shipping charges incurred when you return the item to us. Please ship via a method that can be tracked if necessary. We suggest UPS, which includes tracking, insurance and shipping in their cost. If you decide on the US Postal Service please use Confirmation of Delivery (not Signature Confirmation, it's too expensive) on your package. Packages lost in transit to us will not be issued credit. We can only issue credit for what we receive.

Defective products must be returned to us before a replacement can be sent out.

Thanks!