

Out of Stock & Returns

Out of Stocks

Unfortunately we are not always able to supply your whole order immediately, so rest assured that if you are missing anything from your order, it is on its way to us from the supplier and will be sent to you ASAP. You have already been charged postage, so you will not be charged again to complete your order.

Please refer to you email for information.

Returns

Your unwanted items must be **returned** to us within **28 days** of receipt.

Items received after 28 days will not be refunded.

If you are for whatever reason unhappy with a product(s) from your order just fill in and return the form below, along with your product(s) in a saleable condition in its packaging, if applicable, with the tags attached to the returns address below. *Your refund may take up to 7 days to process during busy periods.*

Product	Reason For Return

Returns Address:

102/104 Fore Street, Exeter, Devon, EX4 3JB

Tel: 01392 255711

Exchanges

If you would like to exchange a product from your order, please return it and reorder the correct product on our website.

Incorrect Items Received

If we have sent you the wrong item(s), please contact us in the first instance. Please contact us via email (orders@thomasmooretoymaster.co.uk) or via telephone (01392 255711) so that we can rectify the issue as quickly as possible. Please **do not** send the items back until you have spoken to us first.

Please note that we will only refund the return postage cost if the product was faulty or sent incorrectly, to the value of the stamp.

None of the above affects your Statutory Rights.

Thank you for shopping at

www.thomasmooretoymaster.co.uk