



Otherland Toys

Identity/Literature

"We make every effort to ensure your order is delivered safely, in good time and in a perfect working condition. Should you be unsatisfied with your purchase in any respect, please refer to our terms & conditions as below"

Customer Service Line
+44 (0) 208 880 4919

Email
sales@otherland.co.uk

Damaged products or missing items
Please inspect your purchase as soon as you receive it.
Check to see if the item we have sent is in perfect working condition and make sure we have sent the correct items in the right quantities.
If this is not the case, please notify us within **2 working days** of receipt of your item.

Faulty products
If you believe the item you have received has a manufacturing fault or defect, please contact us within **30 days**. We will advise you on how to return the item and will send you a written confirmation.
We ask that you then simply return the item in full, along with the packaging and a fully completed returns form, within **7 working days**.
It is your responsibility to make sure that the items are returned to us safely and without any further damage so please ensure it is packed safely and securely. We recommend using a recorded delivery service.
When our returns department receives the item they will inspect it carefully to establish the nature of the fault or defect - please understand that we cannot be held responsible for any damages caused due to any improper use such as crash damage. If the item is judged to have been damaged through improper use, we will return the item to you and a further delivery charge will be incurred.
If the item is found to have a manufacturing fault or defect we will either attempt to repair the fault or provide a replacement- if applicable, we will also refund you the cost of returning the item back to us.

***Please note the initial delivery charges are non refundable**

Change of heart
We do ask that goods returned to us because of an "unwanted gift" or a "change of mind" are returned in unused and re-salable condition, including the undamaged product packaging, with complete instructions and any extra batteries, spare wings, refills etc.
Please understand that we cannot accept a return on an item which has been used or with damaged packaging or missing parts. If our returns department cannot accept your return, we will return the goods back to yourself and a further delivery charge will be incurred.
Please ensure the returned item is packed safely and securely and the returns form has been completed. This will help us to process your return without any unnecessary delays.
!a) Any postage costs on sending the item will not be refunded
!b) Please note that we cannot be held responsible for packages lost in transit!
We aim to refund customers within 7 working days of receiving your goods back into our warehouse. Once processed, refunds will be transferred back to the original credit card.
These guarantees are in addition to your statutory rights, which remain unaffected

"Thank you for choosing otherland, we look forward to seeing you shop with us again soon!"

www.otherland.co.uk

Otherland Toys Ltd is registered in England & Wales - Company registration number: 3884902 - VAT number: 749192307



***Please take the time to complete all fields correctly. This will make sure we can process your return without any unnecessary delays.**

Customer Name: _____

Customer Address: _____

Tel: _____

Email: _____

Transaction #: _____

Date of purchase: _____

Reason for return (please be specific): _____

Postage Paid £: _____

Item Description: _____

Please repair or send replacement and refund my return postage costs

Please cancel my order and refund the cost of the item. I understand my initial delivery charge is non refundable

FOR INTERNAL OFFICE USE ONLY


Goods inspected by (please sign): _____

This item has been returned in an unused condition

This item has been returned damaged by the customer

This item was found to have a fault/defect

This item has been returned used



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otherland

Otherland Ltd is an online retailer which specialises in innovative gifts, gadgets and toys. Otherland Toys Ltd was founded in 1999 and the idea was to bring together a range of products that represented the best toy, gift and gadget industry had to offer.