

TOYCO

RETURN & EXCHANGE FORM

Fill in one line per item you are sending back, tick how you would like it settled, and put this sheet in the box on top of everything else. We read every one of these.

AUTHORISATION

RMA-30742

Issued May 26, 2026 by Riley Thompson, customer care

WRITE IT ON THE BOX

ORDER TC-2026-5518	ORDERED May 12, 2026	DELIVERED May 19, 2026	POSTMARK BY June 18, 2026	ORDER TOTAL \$196.00
RETURNED BY Sam Ortiz 77 Belvedere Street San Francisco, CA 94117 (415) 555-0192 · sam.ortiz@hey.com		WHO PAYS THE RETURN SHIPPING We do, on this one. Two of the three items arrived damaged, so the label is prepaid and nothing is deducted — whichever settlement you tick. On a change-of-mind return we take \$5.95 off a refund, and nothing off store credit.		

01WHAT IS COMING BACKTick one reason and one condition per item, then write the quantity

TC-7710	Alpine wooden train set, 42 pieces Beech and maple · ages 3+ · boxed	Shipped 1	\$86.00
REASON	☐ Wrong size ☐ Arrived damaged ☐ Not as described ☐ Changed my mind ☐ Wrong item sent ☐ Quality not as expected		
CONDITION	☐ Unopened ☐ Opened, unused ☐ Used	Quantity returning	of 1

TC-2044	Nightlight projector, moon and stars USB-C · walnut shell · ages 2+	Shipped 1	\$42.00
REASON	☐ Wrong size ☐ Arrived damaged ☐ Not as described ☐ Changed my mind ☐ Wrong item sent ☐ Quality not as expected		
CONDITION	☐ Unopened ☐ Opened, unused ☐ Used	Quantity returning	of 1

TC-5561	Felt play-food basket, 18 pieces Wool felt · cotton basket · ages 3+	Shipped 2	\$68.00
REASON	☐ Wrong size ☐ Arrived damaged ☐ Not as described ☐ Changed my mind ☐ Wrong item sent ☐ Quality not as expected		
CONDITION	☐ Unopened ☐ Opened, unused ☐ Used	Quantity returning	of 2

TELL US WHAT HAPPENED — A CRACKED PIECE, A MISSING PART, A PHOTO YOU CAN EMAIL US

02HOW YOU WOULD LIKE IT SETTLEDTick one — it applies to every item above

☐ Refund Back to the Mastercard ending 8113, three to five business days after the parcel is checked in at Emeryville. Your bank usually posts it the working day after that.	☐ Exchange Same item, or anything else at the same price. We ship it the day your parcel scans: WHAT TO SEND INSTEAD	☐ Store credit +10% We add ten percent and issue it the moment the carrier scans your parcel — days before it reaches us. Never expires, and it works on sale items.
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03PACK IT AND SEND ITAnything postmarked by June 18 is inside the window

1 PACK Original carton if you kept it, any sturdy box if not. Wrap the wooden pieces so they do not knock about.	2 LABEL Print the prepaid label from the email, tape it flat, and write RMA-30742 beside it in marker.	3 SEND Any UPS Store or drop box. Keep the receipt until the refund or the credit lands in your account.
Toyco Returns, Bay 6 4120 Shellmound Way, Emeryville, CA 94608		The label is included in your email and it is prepaid. No label? Reply to it, or call (415) 555-0110, weekdays 9–6 Pacific. Please write the RMA number on the outside — unmarked parcels sit in the dock.

FOR OFFICE USE ONLY		FORM RT-02 · REV 2026.03	
RECEIVED	INSPECTED BY	CREDIT ISSUED	DISPOSITION
			☐ Restock ☐ Repair ☐ Scrap