

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 BACK

Tick 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 SETTLED

Tick 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.

03PACK IT AND SEND IT

Anything postmarked by June 18 is inside the window

1PACK

Original carton if you kept it, any sturdy box if not. Wrap the wooden pieces so they do not knock about.

2LABEL

Print the prepaid label from the email, tape it flat, and write RMA-30742 beside it in marker.

3SEND

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