

RMA REQUEST FORM

Please complete the form below and return to: PhoenixToysOnline.com, Attn: RETURNS, e-mail: cs@phoenixtoysonline.com or fax: 516.855.0689.

Request for refunds will only be accepted within 30 days of purchase. We will review your request within one to two business days and e-mail you a Return Merchandise Authorization Number (RMA#) with detailed instructions for returning a product, if approved. The RMA # will only be valid for 7 days. Please mark this RMA# on the outside of your return package(s) and send the package(s) within this 7 day period. We will also specify the address you should direct your return package(s) to. Please be aware that your return will not be processed if you direct your package(s) to our warehouse without a valid RMA# marked on the return package.

Shipping and Handling Fees, Customs Duties and Taxes, and other non-product related charges are NON-REFUNDABLE.

All returns are subject to a restocking charge of 25%.

The product(s) for return must be in new condition in the original packaging with no missing parts (components, user manual, etc.). Refunds will be issued in the form of a Gift Certificate if the original packaging is opened, if the product(s) appear used, or if components are missing.

Customer is responsible for all return shipping charges

If your order qualified for free shipping, the actual shipping charges will be deducted from your refund or store credit.

Order Number: _____

First Name: _____ Last Name: _____

E-mail Address: _____

Date of Purchase: _____

Reason for Return: _____