

SEARCH...

MY CART

NEW!! NEWBORN DOLLS PLAY DOLLS BERENGUER BOUTIQUE ETHNIC DOLLS CLO

MY ACCOUNT

NEW!!

Newborn Dolls

Play Dolls

Berenguer Boutique

Ethnic Dolls

Clothing & Accessories



Company Info

- About Us
- Privacy Policy
- Terms & Conditions
- Shipping & Deliveries
- Returns & Exchanges
- Become a Dealer

How do I return an item?

Refund/Return Policy: Original sales receipt must accompany returns. We accept returns for exchange or refund 7 calendar days after delivery of the product. At our sole discretion after 7 calendar days, we will offer an exchange or store credit only. Items must be in "new, unaltered and unused condition". Definition of new, unaltered and unused condition is: * -without showing signs of wear or damage in anyway * -within 7 calendar days of the delivery date (after 7 days no returns are allowed) * -must not be a special order or a custom order * -unless noted that it cannot be returned or has a different return policy time period other than that 7 days noted in that item's particular item description. If an item is received damaged or is incorrectly shipped by us please contact Customer Support immediately. Items that are defective and shipped from us or items that you did not order but received from us will qualify for store credit or a cash refund. Refunds are contingent upon inspection of item(s) once we receive it. There is a 15% restocking fee for returned items that are not being exchanged and are not damaged. Again you MUST contact us within 7 days if you intend to return ANY item back to our store. Items returned to us AFTER 7 days and WITHOUT contacting us will NOT be refunded. Customer is responsible for all shipping costs if seller is not at fault. JC Toys Group, Inc. 9590 NW 40th Street Road Miami, FL 33178 Customer Service Phone: 1 800 422 2244 Email: customerservice@jctoys.com

Shop with JC Toys

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Customer Service

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- Toll-Free: 1-800.422.2244
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