

Guarantee

All of our products come with a 30 day total satisfaction guarantee. If you are dissatisfied with anything you purchase you may return it within 30 days for a full refund. Please contact us so we can try to resolve the problem first. We accept returns but only if a return authorization has been issued. Returns without an authorization will not be accepted

Returns:

We do accept returns but only if an return authorization has been issued. Please Phone, email or mail a request for return. Returns without an authorization will not be accepted.

Please include a copy of your sales receipt / invoice.

We will only credit your account if the item is received in the same condition that it was sent. If it is not returned in saleable condition, we will notify you and return the damaged item to you.

Postage cost for returning items is not covered.

If the return is due to an error we have made then will we refund the postage.

We will credit the purchase price back to your credit card, issue store credit or a refund check whichever you prefer, minus the original shipping costs. After 30 days no refunds or exchanges will be issued...

Manufacturers Defects:

Should you receive a packaged item that is damaged from the manufacturer, please let us know and we will let you know where to send it for an exchange. In most cases, we will handle the exchange and the shipping fees.

Thank you for choosing the Sierra Toy Soldier Company.