

# Service Information



## Dear Friend of the Tonies,

We are pleased to have delivered your **tonies®** order from our online shop and wish you lots of fun!

If you do change your mind – No problem! Just simply send the items back to us within 60 days, using the same packaging and enclosing this form with your reason for return.

Further information on the returns process can be found on the back of this page.

Greetings,  
Your Tonies



[tonies.com/shop](https://tonies.com/shop)

## Customer Form

To be completed by customer and inserted into package for items being returned

### Customer Details

Order number \_\_\_\_\_ Customer address \_\_\_\_\_

Customer full name \_\_\_\_\_ Customer email address \_\_\_\_\_

### Items being returned

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Reasons for Returns (Please use relevant number from below)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Help us to improve our service by selecting the relevant number below and entering it in the table above. Thank you very much!

#### Product

- 1) Doesn't meet my expectations
- 2) Poor quality
- 3) Item is defective\*

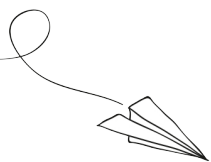
#### Delivery


- 4) Wrong item(s) were delivered


#### Other

- 5) Please describe your reasons: \_\_\_\_\_

\* Defective or faulty item? The best thing is to contact our Tonie support on +44 (0)20 31921492 so that we can help you. For more information, visit [tonies.com/support](https://tonies.com/support)



 Boxine GmbH  
Grafenberger Allee 120  
40237 Düsseldorf  
Germany

 Phone: +44 (0)20 31921492  
Contact: [tonies.com/support](https://tonies.com/support)

Managing Directors:  
Patric Faßbender and Marcus Stahl  
Headquarters: Düsseldorf, Germany

 Local Court Düsseldorf  
Commercial Reg. No.: HRB 71733  
VAT Ident. No.: DE293511425

 Deutsche Bank AG, London  
Account number: 12729500  
Sort code: 23-10-48

## Would you like to return anything?

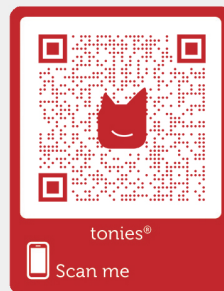
Simply follow these three steps:

### 1. Fill out the Customer Form on the overleaf

Please let us know which item(s) you are returning and why by completing the Customer Form on the back of this sheet. Please enclose this form in your return package.

### 2. Use the link [tonies.com/returns](https://tonies.com/returns) or the QR code below

Please return the item(s) in their original packaging by using the link [tonies.com/returns](https://tonies.com/returns) or the QR code below. Both will direct you to the Royal Mail portal whereby you are able to download your returns label and search for a drop off location close to you. You will be able to either print your return label at home, or use the Royal Mail QR code emailed to you to have it printed at your nearest Post Office Branch or Royal Mail Service Point. Postage is prepaid.



### 3. Send the package to us

Drop your package off at your chosen location and please keep your Royal Mail return receipt in a safe place. As soon as your refund has been processed, you will receive confirmation by email.

