



Tootimid.com Return/Exchange Information

1 Year Sex Toy Guarantee & Return Policy:

We know selecting the right product can be difficult. We want you to have the peace-of-mind that if you don't like the product when you get it, in a worst case scenario, you may return it to pick something else out.

For up to one year, if it breaks, we will replace it

If the product is defective and breaks, we will be happy to replace it for you, for up to 1 year after the purchase date.

If you do not like what you bought, we will let you pick something else out

If you receive your order and are simply not satisfied with the product, you may return it to us within 30 days to exchange it for another item. Since all returns are disposed of, we are not able to issue any refunds to your credit card. Please see details below. You must return the item in its original packaging.

Details

We will guarantee the item against defects for 1 year after the purchase date. If the item is defective, simply mail the item with its original packaging back to us. Upon our receipt of the merchandise, we will send a replacement to you. Please remember, to issue a replacement item, the defective merchandise must be in its original packaging with your original invoice. We will replace any defective merchandise for up to 1 year after the delivery date. Books, DVDs and dolls have a 30 day guarantee against defects. Our guarantee does not provide protection for items that have not been properly maintained. If we do not have the same item in-stock, we reserve the right to ship you a similar item of the same value

Hosiery/Lingerie Policy:

Due to health regulations, we will only accept returns on bikinis, undergarments, hosiery or underwear that have not been worn and are in original unopened packaging with tags attached. Shipping charges are non-refundable.

How to send back a Return:

1. Make sure your return is covered under our guarantee/return policy.
2. Please complete the return/exchange form, indicating how you would like us to handle your return.
3. Thoroughly wash your item (if it has been open), dry the item and place in a clear Ziploc bag.
4. Put your item back into the original packaging.
5. Enclose the return form with the merchandise.
6. Simply re-wrap your box in the same manner it was shipped to you.
7. Bring the package to your nearest US Postal, Fed-Ex or UPS shipper location. They can assist you with shipping your return back to us.

Where to send back a Return:

Atlantic Innovations, LLC
Returns/Exchanges
6 Columbia Dr
Amherst, NH 0303

Processing Time: We do our very best to process exchanges as quickly as possible. But please allow 1-2 weeks for returns to be processed.

IMPORTANT NOTICE: You must follow the above steps when making a return. Returns missing the required form or loose items (out of the box and not in a clear plastic bag) will not be processed and immediately disposed of. If you have any questions, please contact us for more information.