



## Returns Policy

### Returns - Unwanted Item/s

If for any reason you would like to return your item we are here to support you.

You may return the unwanted item/s to Funko within 28 days from purchase, with the cost of the return shipment covered by you. All products will remain your responsibility until they reach Funko.

Please use this [link](#) to start your return process.

Once the item is received in the warehouse the item will be inspected by a team member before the refund can be processed. All unwanted items returned must be in their original packaging and condition and must have all original tags attached.

Refunds will be applied to the payment method that was used to purchase the item and will take up to 10 working days to reach your account.

### Exclusions

- Apparel may not be worn or washed and must have all original tags attached
- Personalised products

If you have any questions, please contact our customer service team at [supportEMEA@funko.com](mailto:supportEMEA@funko.com) with your order number in the email submission. Our customer Service Team is available Monday to Friday from 9:00 AM to 5:30 PM

### Returns - Damaged/Faulty

At Funko, we are working hard to ensure that all your purchases reach you in perfect condition. In the unlikely event that you receive a damaged item, please contact our customer service team at [supportEMEA@funko.com](mailto:supportEMEA@funko.com) within 14 days of receipt along with photo documentation and order number in the email submission. Our customer Service Team is available Monday to Friday from 9:00 AM to 5:30 PM

If a return is approved by Funko, once the item is received in the warehouse the item will be inspected by a team member before the exchange or refund can be processed.

## Refund Policy

If for any reason you would like to request a refund we are here to support you.

Refund for Unwanted Item/s

To receive a refund for your unwanted item you will need to return the item to Funko, by following our [Returns Policy](#).



Once the item is received in the warehouse the item will be inspected by a team member before the refund can be processed.

Refunds will be applied to the payment method that was used to purchase the item and will take up to 10 working days to reach your account.

#### *Exclusions*

- If the value of the goods is diminished by any amount as a result of handling of the goods, we may recover that amount
- The original shipping costs if the return is requested more than 14 days after the item is delivered
- Any surplus costs paid for express delivery
- Any duties and taxes paid for international shipments

#### **Refund for Damaged Item/s**

At Funko, we are working hard to ensure that all your purchases reach you in perfect condition. In the unlikely event that you receive a damaged item, please contact our customer service team at [supportEMEA@funko.com](mailto:supportEMEA@funko.com) within 14 days of receipt along with photo documentation and order number in the email submission. Our customer Service Team is available Monday to Friday from 9:00 AM to 5:30 PM

You may be requested to return the item/s to us for replacement or refund. If a return is required, once the item is received in the warehouse the item will be inspected by a team member before the exchange or refund can be processed.

Refunds will be applied to the payment method that was used to purchase the item and will take up to 10 working days to reach your account.

#### **Replacement Policy**

##### Replacement for Unwanted Items

Unwanted items can be returned to Funko within 28 days from purchase for a refund and a new purchase can be made for a replacement item from our online shop.

##### **Replacement for Damaged Items**

At Funko, we are working hard to ensure that all your purchases reach you in perfect condition. In the unlikely event that you receive a damaged item, please contact our customer service team at [supportEMEA@funko.com](mailto:supportEMEA@funko.com) within 14 days of receipt along with photo documentation and order number in the email submission. Our customer Service Team is available Monday to Friday from 9:00 AM to 5:30 PM

Any replacements are subject to Funko's approval and inventory availability.

You may be requested to return the item/s to us for replacement or refund. If a return is required, once the item is received in the warehouse the item will be inspected by a team member before the exchange or refund can be processed.