

The Toy Soldier Company
100 Riverside Drive
New York, N.Y. 10024
(201) 792-6665
www.toysoldierco.com

PRSR STD
U.S. POSTAGE PAID
DERBY CT
PERMIT NO. 32

Terms of Sale and Shipping Information

Customers: please read this!

Order Processing:

Orders paid for with charge and/or debit cards, money orders, or cash are generally filled and shipped within 3-5 business days of their receipt. Orders paid by personal checks ship within 7-14 business days. UPS Next Day and 2nd Day Air Services provide fast delivery time once packages leave our warehouse, but we cannot guarantee to dispatch the parcels any faster. Call us if you require special attention - we'll try!!!

Domestic Shipping:

Domestic orders are shipped by U.P.S. or Priority Mail, at our discretion. If you have a preference, please let us know. Shipping prices are subject to change without notice.

Next Day Air incurs a minimum additional charge of \$27.00, 2nd Day Air \$22.00 and 3rd Day Ground \$ 16.00.

Because our playsets and some big items are packed in large boxes, they can be very expensive to ship using fast UPS air or ground service. Depending on where you are having your parcels shipped (our warehouse is in New Jersey), you should expect the actual cost of fast shipping on playsets and over-sized items to be much higher than the listed rates. If the actual costs are higher we will charge or bill you the difference. Please call with questions.

Tax

Tax of 8.875% applies to all New York State residents and 7% for New Jersey. Following state regulations, we charge tax on the total of goods and shipping.

International Shipping

We welcome international orders! We try our best to estimate the cost of shipping parcels overseas and over our Northern and Southern borders. But if the actual postage exceeds the amount paid, we will charge the difference.

Please pay ONLY with American Express, Visa, Mastercard, Discover, Paypal, U.S. \$ Postal Money Order or U.S. \$ checks drawn on banks with U.S. addresses. Other payment forms will be returned. Customers are responsible for paying duties and taxes. No Exceptions.

Incomplete Orders:

If we cannot fill an entire order for charge customers, we will backorder the missing items whenever possible. You will receive a printed back-order notice on these goods. You may cancel a back order at any time. Charge customers will be charged for the goods and applicable shipping and tax on back-ordered goods at the time we dispatch them. We do not

back-order goods for check or money order customers. We strongly suggest that customers paying with check or money orders list substitutes in case their first choices are not available.

Return Policy:

We accept no returns on sale items (which are sold in as-is condition), discounted items, Toy Soldier Company painted figures, books, games and out-of-production items. Everything else is returnable for refund, credit or exchange within 2 weeks of your receiving it. After then, all returns are solely at our discretion. Call Jamie toll free at 1-888-825-8697 before returning any goods.

If You're Moving:

If you move, please give us your new address. The Post Officer does not forward catalogs, so you will not receive them without letting us know where you live.

Interest-Free Layaway Plan

We offer an interest-free layaway plan for plastic soldiers and accessories, and on out-of-production metals. Current metal sets are not eligible for layaways, and we will return your deposit if we receive one. Order as many items as you wish, taking full advantage of our sales and discounts, and pay off your order over a period of 3 months. Call Jamie toll free at 1-888-825-8697 for more information.

To start a layaway, fill out an order form with the items you want to

purchase. Make it out as a regular order, giving yourself the appropriate discounts (where applicable), adding the appropriate shipping charges, using TSC credits (if you have them) and paying tax (if you live in New York, New Jersey or Connecticut). Call, fax, e-mail or send in the completed order form with 25% of the total due us. You then have 3 months to pay off the balance. Pay off the rest of what you owe us in several small amounts, or pay the whole balance at once, so long as all payments reach us within 3 months of the arrival of your first payment. We will then ship your goods to you.

Once we receive the first payment on layaway items, the goods you order are set aside in a secure area and cannot be sold by us to other customers. In return, we require that you accept responsibility for these goods. You cannot alter the order by addition or deletion once your initial 25% payment is made.

We're sorry, but once a layaway is started by you, it is "set in stone." Even if you change your mind about completing your layaway, no matter the reason, you will forfeit all money and credit paid or applied to date on it. We Accept No Returns or Exchanges on Layaway Items. If you have not paid the FULL amount of the lay-away within 3 months of your first payment's arrival, the layaway is forfeited. All goods are returned to stock and all your previous payments are kept by us. This has only happened twice in 25 years of business.