



Shipping and Returns Policy

Please use the Form of return if you wish to return your package

Dispatch

We do our best to deliver the order to you as soon as possible. We try to ship orders in 1-2 working days. However, we are not always successful in achieving this. Sometimes products are not in stock and delivery of your order may take a little longer.

The prices mentioned do not cover shipping fees. Shipping costs may differ depending on your country of residence.

Shipping is free for orders above €35.

We ship all of our products with a Track & Trace code. You will receive this code to the email address you supplied.

In general, delivery will take between 5 and 15 working days. Unfortunately, we cannot guarantee the time of delivery.

Did you not receive your package?

Check the Track & Trace code of the package. The time indication may have been adjusted.

Is the delivery address you entered correct?

Have you perhaps received a 'Not at home message'? Your package may have been delivered to your neighbors or the delivery person may have scheduled a new delivery time.

If you still do not receive a package, please contact us.

Return conditions

Not satisfied with the product? You have the right to cancel your order up to 14 days after receipt, as long as the seal has not been damaged. You will then receive the full amount including any shipping costs paid within 14 days of receiving the return shipment.

We will refund the amount in the same way as you paid. Does this not work? We will then contact you.

Customer will treat the product and its packaging with the utmost care. Customer may not open the packaging or use the product unless this is necessary in order to determine the nature of the products, their features and their operation.

Only the direct costs incurred for the return shipment are for Customer's account. This means that Customer will have to pay the costs of returning the product.

You can easily request a return label by registering the product online with a carrier of your choice or take the package to a post office.

Returns are at the Customer's risk. This means that our online store is not liable for damage or loss of returned items. So always make sure you have a Track & Trace code and keep it well. We do not accept damaged packages.

Exceptions to returns

We do not accept returns if:

- Products are damaged
- Products are no longer sealed
- Products are incomplete

Products purchased elsewhere, not from us, are not covered by this returns policy. You must contact the company where you purchased the product.

Return instructions

Return

Make sure:

- The items are complete and not opened
- The items are in original, undamaged packaging
- The return form is attached (see page 4)

Useful tips

We attempt to process your return as fast as possible. Here are some more useful tips:

- Make sure you pack the items properly so that they are not damaged during transport.
- You can utilize the box that came with the goods to reduce trash.
- Make sure the address label is clearly legible.
- Do not place tape over the barcode that needs to be scanned.

Send the package

Take the package to a post office of your choice. You will receive a shipping receipt here. Or register your package online with a carrier of your choice. Keep the shipping receipt in a safe place until the return has been fully processed. This is your proof that the package has actually been sent and can be requested if it is lost during transport.

Handling time

As soon as the return has been processed by us, you will be notified. We will of course try to do this as quickly as possible. Have you not heard from us after 14 days? Please contact us at info@blocksandbricksofficial.com.

Return address

TMH Productions
Terracottastraat 4,
1339 AX Almere
The Netherlands

Form of return

Send this completed form along with the return package.

Data

Name:	Item number:
Address:	Order number:
Postal code:	IBAN:
Region:	Account holder name:
Phone number:	Date of return:
E-mail address:	

Reason of return

<input type="radio"/> Double delivered	<input type="radio"/> Does not meet expectations
<input type="radio"/> Wrong item	<input type="radio"/> Wrongly ordered
<input type="radio"/> Transport damage	
<input type="radio"/> Other, such as:	

Returned items

Amount	Item number	Description