



Return Policy

We strive to deliver orders to satisfactorily meet customer's expectations. If for some reason you are not satisfied with your order, please contact TopTools4Tots.com immediately. All returns **MUST** be authorized by our office and must be requested within 15 days after delivery. **Returns must be in original, unused condition and packaging.** When requesting authorization to return shipment, please include date of purchase and invoice number. Customers are subject to additional shipping charges and/or a 25% to 30% restocking fee for returned shipments.

Returned items without prior authorization from TopTools4Tots.com will be refused, and the customer will be charged for shipping in both directions and a 25% to 30% restocking fee.

Order Cancellation Policy

We make every effort to process orders promptly, within 48 hours. If you need to cancel your order, please contact TopTools4Tots.com as soon as possible. We can guarantee your order cancellation as long as the order has not been sent to the factory.

If your order was already processed and shipped, and you still want to cancel your order, you are subject to additional shipping charges and a 25% to 30% restocking fee and/or an administrative fee.

If you receive an order that you attempted to cancel, accept delivery of the shipment and call our office for return instructions.