

Estimated delivery dates will be provided by the shipping carrier. WinziToys only provide tracking numbers when a method of shipping allows it. WinziToys is not responsible for shipments that are lost in transit when choosing an option (such as first class mail) that does not provide a tracking number.

If an item is out of stock we will contact you as soon as possible via email or telephone.

WinziToys will notify you by way of email when your goods are to be dispatched to you. This email will contain any tracking information that is applicable.

If WinziToys receives no communication from you, within 10 days of delivery, regarding any problems with the Goods, you are deemed to have received the Goods in full working order and with no problems.

International Customers

If Goods are being ordered from outside Israel, import duties and taxes may be incurred once your Goods reach their destination. WinziToys is not responsible for these charges and we undertake to make no calculations or estimates in this regard. If you are buying internationally, you are advised to contact your local customs authorities for further details on costs and procedures. As the purchaser of the Goods, you will also be the importer of record and as such should ensure that your purchase is in full compliance with the laws of the country into which the Goods are being imported. Please be aware that Goods may be inspected on arrival at port for customs purposes and WinziToys cannot guarantee that the packaging of your Goods will be free of signs of tampering.

Tracking numbers on parcels provided by USPS are only valid until they reach their destination country. We cannot provide any further tracking information than we are provided with. Parcels will only be considered lost after 30 days of the ship date.

Returns Policy

WinziToys aims to always provide high quality Goods that are fault free and undamaged. On occasion however, goods may need to be returned. Returns are governed by these Terms and Conditions.

If you receive Goods which do not match those that you ordered, unless accompanied by an explanatory note detailing the changes, stating reasons for the changes and setting out your options, you should contact us within 10 days to arrange collection and return. WinziToys is not responsible for paying shipment costs. You will be given the option to have the Goods replaced with those ordered (if available) or to be refunded through the payment method used by you when purchasing the Goods. Refunds and replacements will be issued upon our receipt of the returned Goods.

If any Goods you have purchased have faults when they are delivered to you, you should contact WinziToys within 28 days to arrange collection and return. WinziToys is not responsible for paying shipment costs. Goods must be returned in their original condition with all packaging and documentation. Upon receipt of the returned Goods, the price of the Goods, as paid by you, will be refunded to you through the payment method used by you when purchasing the Goods.

If Goods are damaged in transit and the damage is apparent on delivery, you should sign the delivery note to the effect that the goods have been damaged. In any event, you should report such damage to WinziToys within 10 days and arrange collection and return. WinziToys is not responsible for paying

shipment costs. Upon receipt of the returned Goods, the price of the Goods, as paid by you, will be refunded to you through the payment method used by you when purchasing the Goods.

If you wish to return Goods to WinziToys for any of the above reasons, please contact us using the details on contact page or email winsicreatures@gmail.com to make the appropriate arrangements.

WinziToys reserves the right to exercise discretion with respect to any returns under these Terms and Conditions. Factors which may be taken into account in the exercise of this discretion include, but are not limited to:

- Any use or enjoyment that you may have already had out of the Goods;
- Any characteristics of the Goods which may cause them to deteriorate or expire rapidly;
- The fact that the Goods consist of audio or video recordings or computer software and that the packaging has been opened;
- Any discounts that may have formed part of the purchase price of the Goods to reflect any lack of quality made known to the Customer at the time of purchase.

Such discretion to be exercised only within the confines of the law.

All sales are FINAL.