



Return Policy:

At the adulttoyboxky.com we strive to depict and describe our products as accurately as possible with information provided by manufacturers. While we are not able to offer a satisfaction guarantee, our customer care team is always available to assist with any product questions you may have. We understand that in some instances, a return is necessary. Please refer to the return policy guidelines that are reflected below.

If you are not satisfied with your online purchase and believe your item or order is eligible for a return, please reach out to adulttoyboxoakgrove@yahoo.com to request a return merchandise authorization (RMA). Returned items will not be accepted without a Return Merchandise Authorization.

The return policy referenced applies to orders placed on the adulttoyboxky.com only. **All in-store retail sales are final and are not eligible to be returned or exchanged under any circumstance.**

All sales are final! Please select your products carefully, as we are unable to accept online returns at our retail stores!: For sanitary/hygienic purposes, ALL SALES ARE FINAL. Due to the intimate nature of the products we sell, we are unable to return or exchange purchased toys and products. Any item that is designed to come into contact with any body part or fluid is non-returnable and non-resalable. Items which do not have an intact manufacturer seal, an intact tamper-proof seal, or some other tampering deterrent are not eligible for return under no circumstances, **even if you have not opened the item.** Once these items leave our store or warehouse, they are considered used and as bio-hazard, and therefore cannot be returned. Not all items will come with a manufacturer seal, we have limited control over this as every manufacturer has different practices. Please know that every item we sell is brand new. We have a strict return policy in place for the safety and peace of mind of all our customers and employees. Our return policy is deliberately rigid.

This includes, but is not limited to:

- vibrators and dildos
- douche/enema kits
- anal toys, beads, and plugs
- cock and ball devices, cock rings, and cock sleeves
- gags and ropes
- lingerie and men's wear

- lubes, massage oils, condoms, and body paints

Defective Products:

When you receive your package, promptly check the items to make sure the items are working. While we strive to provide quality products, occasionally an item may be defective. We will only replace for BATTERY OPERATED items with a MECHANICAL DEFECT (or for any shipping errors made by us). Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately, we can't offer you a replacement. Items which become defective within 14 days of delivery may be eligible for replacement, either through The Adult Toybox or through the manufacturer. After 14 days, defective items with valid warranty coverage will be replaced directly through the manufacturer. You must contact us at adulttoyboxoakgrove@yahoo.com to let us know of the issue. When emailing about a defect, please have the following information ready, your order number along with your name, and the nature of the defect. If a return is required, please return the items in their original packaging within 14 days after a return merchandise authorization (RMA) is issued to the address we will provide you. Items returned without original packaging will NOT be accepted so please keep all packaging for the 14 day return period. Any item returned must have ALL original parts and packaging, batteries if applicable, cords, controls, blank warranty cards, instructions, etc. If you have further questions or problems, please contact us. Note: More of our quality manufacturers are offering longer warranties and even product exchanges if you have an issue after the sale.

Refunds and Replacements (if applicable):

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund or replacement. If you are approved, then your replacement will be shipped or a refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or Missing Refunds (if applicable):

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at adulttoyboxoakgrove@yahoo.com.

The adulttoyboxky.com reserves the right to refuse any item that is returned to us in an unsuitable condition. If you have more questions or concerns regarding your purchase or our return policy, please contact us at adulttoyboxoakgrove@yahoo.com or 270-439-1249. We will be more than happy to troubleshoot the issue with you.