



Returning an item?

Is your item faulty?

Faulty item (Any discrepancies or damaged items need to be reported within 36 hours of being delivered.)

Please contact us for an address to send your faulty item to.

The Freepost address is only for the use of returning faulty items from within the UK. When we receive the item back here it will be checked, if the item is not faulty and the Freepost address has been used, then there will be a charge of £3.50 plus vat for the cost of postage.

We will send you a replacement item free of charge.

All items that are returned as faulty MUST be thoroughly cleaned before returning. For reasons of hygiene, any item returned in a dirty condition will not be checked and the returned item will be refused.

We offer a one-year warranty on everything, if the item develops a fault within three months we can offer a refund or exchange, after three months, it is an exchange only.

Not happy with the item?

Any products that are returned to us and are not faulty and do not meet the returns policy will be held for 30 days before being destroyed, no refund will be given.

You must complete the returns form ([click here to download](#)) and put the returns form inside the parcel.

Return policy terms

Due to the obvious health and hygiene implications with adult goods. For the goods to be returned if they are not broken the following terms must be met.

1. The goods must be unused.
2. The goods must be returned in original condition & packaging.
3. Goods that are not heat sealed in the box are non-refundable and non-exchangeable.
4. Items supplied in sealed packaging that have been opened are non-refundable and non-exchangeable.
5. The goods must be received back within 30 days from the day your customer received their order.
6. Lingerie and items of clothing are non-refundable and non-exchangeable.
7. Any discrepancies or damaged items need to be reported within 36 hours of being delivered.

If we suspect that the goods have been used or any of the above conditions are not met, then we reserve the right to return the goods.

Please return items to:

Play Props
PO BOX 228
Hitchin
Herts
SG4 0WW

Items received that are incorrect must not have the packing opened or tampered, if you have received an incorrect products received with security seals or sealed packaging which you then open, we cannot accept your returns for an exchange.

