

## Terms & Conditions

Here at OMGi, we take pride in ensuring that your goods have been carefully picked and packed with care to ensure that your item is not only of the highest possible quality, but that it arrives safely at your nominated delivery address. We recognise the importance of buying mint condition collectables and do the best we possibly can to ensure they remain that way from door to door.

**However**, sometimes items do become damaged in transit or there is some form of manufacturing defect thereby making the goods unfit for their intended purpose. If this is the case with your item please contact OMGi Comics immediately via email to [helpdesk@omgicomics.com](mailto:helpdesk@omgicomics.com)

Customers who have purchased from OMGi Comics should note that all returns/exchange enquiries **must be received by** OMGi Comics **within 30 days** of you receiving your goods at your nominated delivery address. A OMGi Comics Customer Support representative will be generally be in contact with you within 1 – 2 business days after receiving your enquiry (please note, peak seasonal business, ie. Convention Launches, Christmas etc. may cause delays to our service times).

Upon receiving notification of damage or a manufacturing defect, we may request photographic evidence of the parcel and/or the particular product that has the issue. We will review this photo and contact you at our earliest convenience to discuss your options in relation to the product issue.

### **Defective items**

OMGi Comics will only issue refunds, exchange products and/or issue store credit if the defective item is returned to us in exactly the same condition it was received by the customer.

OMGi Comics will cover the shipping cost of defective item from the customer's nominated delivery address to our ware house in Hoorn, The Netherlands. This can be done by refunding the postage upon the defective item being received by us at our warehouse.

However, it must be noted that OMGi Comics reserves the right not to reimburse postage costs unless it expressly approves of the item being returned to us at HQ – therefore, it is very important that if you have got a defective or damaged item, you must contact us within 30 days of receiving that item.

### **Change of Mind**

OMGi Comics does not offer refunds for change of mind. In the event you would like to return your item for another product or store credit, the customer is liable for any and all shipping costs associated. The item must be returned to OMGi Comics in exactly the same condition it was received by the customer.

You must contact OMGi Comics to discuss any exchange within 30 days of receiving your item. OMGi Comics reserves the right to refuse any return of a product due to change of mind.

### **Refunds**

All refunds are at the discretion of OMGi Comics. Unless your item is deemed defective or is different from what was advertised you will not be entitled to a refund.

Our company policy on Funko POP Vinyls is as follows:

Funko Pop Vinyls are a mass produced toy line from various factories across the Far East region. Funko have their own Quality Control program to ensure the product they are producing meet with their company standards. As a retailer, we look over the products to ensure they are the correct items and to discard any obviously defective items, which we do, by the dozens, each and every week.

As a mass produced toy line, there are variations in the manufacturing process that do occur. This can include but is not limited to, slight creases or scuff marks on packaging, minor paint variations, stickers included or not included on boxes etc etc. These are all considered “minor variations” in a mass produced product. You should also keep in mind that the packaging of these products are exactly that, a way to get the actual POP vinyl from A to B. They are designed to assist retailers and Funko themselves to promote and sell what is actually inside the box – the collectable toy. We will not be replacing or refunding products that have “minor variations”. The products are still fit for their intended purpose, which is a fun collectable toy to play with or display and there is nothing further we, as a retailer, can do for customers seeking a pristine product.

These products have passed Funko QC and have been deemed fit for retail markets across the globe by Funko. If you have a particular issue with the quality of Funko’s products, please contact Funko through their website at [www.funko.com](http://www.funko.com) to provide that feedback.

The rationale behind this policy is that what is considered a “mint” or “pristine” Pop! Vinyl collectable toy or what is deemed an “issue” with a Pop! is a subjective view held by the individual and varies widely from consumer to consumer. We, as a retailer of collectables for over 21 years, simply have to draw on our collective knowledge and experience in the industry and cast an objective view on what we consider are products that have a “defect” vs products that have a “minor manufacturing variation”. For those collectors that are fastidious about pristine boxes, we at all times try our best to get replacement boxes where we can, however we cannot guarantee this. In the case of damage to a pop that was part of a Funko Subscription Box, we do not have access to any replacement boxes for these exclusive items. As these sealed boxes are pre-packed before arriving here at OMGi Comics, we do not have the ability to check the items contained inside for imperfections before shipping them to you. These boxes are covered by this policy, and the damages policies shown on the individual subscription box websites, which state “WE DESIGN OUR PACKAGING TO PROTECT THE COLLECTIBLES INSIDE, AND WE DO NOT SEAL OUR BOXES FOR THIS VERY REASON. WE ENCOURAGE YOU TO TAKE YOUR POP! FIGURES AND OTHER PRODUCTS OUT OF THE BOXES TO ENJOY THEM! EVEN IF YOU CHOOSE TO KEEP YOUR FIGURES IN THE BOXES, WE ARE NOT ABLE TO REPLACE PACKAGING.”

**\* If a replacement box can be secured we will send it/them with your next order. \*\*Please note: A minor packaging flaw that doesn’t affect the Pop itself is not considered a defect or damage and is not subject to a return or replacement box.**

Omg! Comics

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