

Returns

We accept returns and exchanges on sealed product & supplies. Please contact us within 48 hours of delivery to ensure your request is approved. We can only accept returns for unopened items. We will issue a refund minus the cost of shipping, and a 15% restocking fee once we receive the return and inspect the condition of the items in question.

Return Process

- ❖ Contact us at riwhobbies@gmail.com to let us know you want to return an item.
- ❖ Package all returns carefully and securely in a box, bubble mailer, or in the package originally used to deliver the item.
- ❖ Include the original order invoice or a note with the Order ID of your package.
- ❖ Return to: RIW Hobbies & Games Inc. 29571 Five Mile Rd. Livonia, MI 48154
- ❖ When your package is returned to us, we will email you to confirm receipt and process your refund or exchange. Please note that credit card refunds can take up to five (5) business days to be posted to your account.