



## **Deliveries and returns**

### **About deliveries**

Orders placed before 5 p.m. CEST (UTP/GMT + 2 hours) will be processed the same day. Delivery options are selected at checkout.

We manage express delivery and In-store pickup

### **Express Delivery**

Takes to 2-6 business days if the delivery place is within the country.

5-12 business days for places outside the country and 5 days more approximately if the location is a rural zone.

In case of delay, you are free of contacting us by sending us an email or calling either at the Head office (+45 3461-3379) or at the nearest branch office. If the order is delayed more than 4 days, we will be contacting you to inform you about the situation and a 12% discount will be applied to your order.

Items with the "Best Seller" and "Last chance" tag could take up to 25 days to be delivered

Take into considerations that the days of delivery are **business days**. Delivery is not available on weekdays and holidays (Denmark)

### **Delivery prices**

Free delivery applies to online or telephone orders over \$170.

Free delivery could also apply to your birthday date, but only if you have an account with us for more than 2 years.

Deliveries from inside the country will be up to \$15 and \$19 from outside

## **Store Pickup Option**

If you want to buy online but take up your purchase on our facilities, you are welcomed to do it, choosing the option in the checkout window, but please take into consideration the next regulations:

You have a maximum of **4 months** to pick up the purchase. A week before the date we will contact you and if you cannot pick it up yet and you want more time, you must pay a fee of **\$0.15** for each day of delay and it must be paid in advance.

Unfortunately, we can only offer you a maximum of 15 days of delay. After that your purchase will go back to the warehouse and your order will be cancelled automatically, with a time of 5-15 days of getting back your money.

You can switch the delivery option to an express delivery, but only on the first **15 business days** after you pay for the order.

## **About returns and cancellations**

If you have a problem with the product, we give you the option to return us the product with a 100% refund or exchange it with another, either the same or any other set with the same price.

But before you do any rash decision, keep the next regulations in mind:

## **Order cancellations**

You'll be able to cancel your order until it reaches the "In Warehouse" status. You may find the process of your purchase on your account page.

Only if you are a "VIP Builder" or a "Biggest Collectionist", then you will be able to cancel up to 6 business days before the estimated delivery date.

## **Returns**

If you want to exchange the product with another one, the box must be sealed, and you need to give us back the item within 10 days from the day you receive it

If you want to return you Lego, you can give us a call o email us within 35 days from the day you received the purchase and you need to have at least one bag sealed of the set.

## **Warranty**

In case you are not satisfied with our product, or you found a quality or quantity problem with the item, we can give you an exchange of the same product, but only if you contact us the first 15 days of receiving your order.

The box of the set cannot be damaged

If you received the order and it was already open or damaged, but you still took it, the warranty will not be applied, and we do not take responsibility for any inconvenience you may have.