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BLOG

FAQs

Can anyone buy from your site?

Yes, even though we sell at wholesale prices, anyone can make a purchase.

I want to buy larger quantities, what do i do?

We sell to many businesses, schools, clubs, etc. across the UK so this is no problem. Firstly, have a look at our BULK BUY section, many items are on offer here if you buy larger quantities. Alternatively please contact us by phone or e-mail to discuss lower prices for larger bulk purchases.

How can you sell so cheap?

When a line is a proven seller, we try to buy larger quantities of this item, sometimes manufacturing or importing the line ourselves. This enables us to offer low prices. We also clear manufacturers and importers of discontinued lines or items where they have changed packaging etc.

How quickly can you deliver?

Normally we are known for our quick turnaround of orders (between 2 and 4 days from order). At busy times orders can take slightly longer to process.

My order says it is 'completed' – what does this mean?

When your order changes from 'PROCESSING' to 'COMPLETED', it means it is ready for dispatch or has been dispatched. Orders are dispatched on a 48 hour service.

My order says it is 'on hold' – what does this mean?

Invariably, when your order says 'ON HOLD', it is because you haven't provided us with your full address. This is a common mistake when you are using autofill when filling in your details. We send 2 e-mails and sometimes call but if we don't get a response, your order is held. Please check your SPAM as our e-mails are usually there.

I haven't had confirmation of my order – what does this mean?

An e-mail is automatically sent to you once you have placed an order. This is not a manual process, it is automatic. Please check your spam box as often this e-mail will end up in there.

I need to change address details/timing etc. after my delivery has been dispatched – is this possible?

Once your order has been dispatched from our warehouse, you will be able to communicate with our couriers about any changes you require. Any problems that may occur because of these changes must be taken up with the couriers. We will help where we can but once a change has been requested, it is difficult for us to assist.

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We are a leading toy store
brings exciting goods
all over the country.

NAVIGATE

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How to Order

About Us

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