

ThomasTheTrainSet.com RMA Request Form

Before requesting an RMA (Return Merchandise Authorization), make sure that you have read and understood clearly our Return Policy.

Fill in all the required information below. Keep in mind that by not providing all information requested, processing time of your request will be longer.

Submit separate requests for multiple items.

(* indicates required information)

*First Name

*Last Name

*E-mail (Please confirm)

*Contact Phone

*Invoice/Order No.

*RMA #

*Return Type

- Credit
- Repair
- Replacement
- Credit

*Condition of Product

- New & Unopened
- Opened & Complete
- Opened & Incomplete
- Damaged Packaging
- Broken Parts

*Reason For Return

- Item Defective
- Damaged in Transit
- Late Cancellation
- Shipping Error
- Changed Mind
- Missing Parts
- Other

Describe reason for return

Mail To: ThomasTheTrainSet.com
391 Cedar Beach Rd.
Belgium, WI 53004