



Returns

Last updated: December 6, 2025

At **BigToys** we want you to be happy with your purchases. We know we work with radio-controlled, electronic, and high-performance products, so it's important to handle returns and warranties clearly and fairly.

1. Products covered by this policy

This policy applies to all products purchased through our online store, including:

- RC cars, helicopters, airplanes and drones.
- Spare parts, components, tires, crowns, servos, etc.
- Batteries, chargers and related electronic components.

2. Returns for damaged or defective products

If your product arrives with obvious physical damage or has a malfunction upon receipt:

- You must report it within the first **3 business days** after delivery.
- Write to us at ventas@bigtoyspereira.com attaching:
 - Order number.
 - Photos or video of the product and packaging.
 - Description of the fault or damage.
- We will evaluate the case and may offer: repair, replacement with a new product, or a refund, as appropriate.

3. Returns due to order errors

If you received the wrong model or a different product than the one you ordered:

- Report it within the first **3 business days** after delivery.
- We will bear the cost of the change if the error was ours.

4. Cases in which a refund does NOT apply

- Damage caused by improper use, impacts, water, drops, modifications or incorrect configuration.
- Normal wear and tear from use (tires, crowns, gears, bearings, etc.).
- Electrical products connected incorrectly (reversed polarity, overvoltage, etc.).
- Products on offer type “**clearance**” or marked as “**no refund**”.

5. Manufacturer's warranties

Some products come with a direct manufacturer's warranty. In those cases:

- We will guide you through the claims process with the relevant brand.
- Response times may depend on the supplier or official distributor.

6. Requirements for accepting a return

- Present proof of purchase (order or invoice).
- Deliver the complete product, with all its accessories (when possible).
- Packaging in good condition or reasonably preserved for transport.

7. Refund of money

When a refund is due, it will be issued via the same payment method originally used or by agreement with the customer (e.g., store credit).

8. How to start a refund request?

Write to us at ventas@bigtoyspereira.com or to our official WhatsApp number, indicating:

- Full name and registered email address.
- Order number.
- Reason for return.
- Supporting photos or videos, if applicable.