

RETURNS AND REFUNDS POLICY

RETURN EXCEPTIONS:

Some items cannot be returned. These items include: All Locomotives or Electronics, DCC Systems, Power Packs/Train Controllers, and Decoders.

How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 15 (fifteen) days** of your purchase.

1. Please email info@rogersrailroadjunction.com to request a refund and we will assign you a tracking number.
2. Mail your returned item to:
Roger's Railroad Junction and Hobbies
Returns Department Tracking Number
105 S. Sacramento Street
Lodi, CA 95240
3. Include in your package a signed letter stating the reason for your return with the original receipt.

Merchandise that has been used or altered will not be accepted for return or exchange.

Open items:

Any items that must be torn to be opened or cannot be put back on our shelves in resellable condition (structure kits, sectional track, etc.) will not be accepted. If you have a question as to if an item you are looking to return would qualify as "not returnable", please email or call us at (209) 334-5623.

Restocking Fee

All items are subject to a 20% (twenty percent) restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling fee that you paid on the order.

PAYMENT POLICY

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason, your credit card will be refunded.

SHIPPING POLICY

Turnaround

All orders are shipped within 48 hours Monday - Friday 8:00 a.m. to 5:00 p.m.

Carriers

We use the United States Postal Service (USPS), Priority Mail, to deliver our orders.

Order Tracking

If a tracking number is provided by the shipping carrier, we will update your order with the tracking information.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products and your location. Before the final checkout page you will be shown what the cost of shipping will be and you will have a chance to not place the order if you decide not to.

PRIVACY POLICY

This policy covers how we use your personal information. We take your privacy VERY SERIOUSLY and will take all measures to protect your personal information.

What Information Do We Collect?

We only collect information that we need that is related to your order. This includes your:

Billing Address

Shipping Address

E-Mail Address

Credit Card Information

In addition, we also collect information on your browser type and referral URL data. We use this data to help us know what web browsers people are using and find out where our visitors are coming from so that we can improve our marketing.

How is My Information Used?

Your information is only used to fill your order. We do not sell or redistribute your information to ANYONE.

Security and Storage

Only your data billing, shipping and order content data is stored on the PayPal server.

This information is encrypted using a Secure Sockets Layer before it is transmitted over a web server. We do not store your Credit Card data.

Cookies and Browser Information

Cookies are small files that reside on your computer and allow us to recognize you on your next visit or store your shopping cart contents. We use them only to track this information.