

KTC Official Repair Form



Information To Read Before Submitting:

General Information:

The following repair form in no way guarantees the ability of KTC craftsman to repair your toy. KTC only repairs Kriz's Toy Creations and Kriz's Toy Custom Creations toys. We will not work on toys made by any other craftsman. If you send a toy created by another craftsman we will require you to fund the entire return shipment before we will ship the toy back to you. You should expect a phone call from us once we have received your toy. During this phone call we will let you know if your toy is able to be repaired or not. For this reason we ask that you double check your phone number before submitting this application for repair.

Unrepairable Toys:

If your toy is deemed unable to be repaired you will receive a phone call from us. This phone call will ask you how you wish to proceed. In some instances parts of a toy can be salvaged and used to create a new toy. (In these instances when a toy is salvaged there may be a charge for additional wood that would need to be purchased.) However, we understand that some toys have sentimental value and you would wish to keep the toy as it is. Therefore, when a toy is deemed unrepairable we will give you the choice during this phone call on how to proceed.

Repairable Toys:

If we deem that your toy is reparable you will receive a phone call from us. The phone call if your toy is able to be repaired will let you know that we have received the toy and give you a rough estimate as far as how long it will be before you should expect your toy to be returned (note: this estimate is not a guarantee.) If your repair is around the holiday season please be patient as our craftsman is extremely busy.

Shipment:

KTC is in no way liable for toys lost during its shipment to us. It is your responsibility to ensure that your toy makes it safely to us. We would recommend that for your safety that some sort of tracking be placed upon your toy.

Questions:

If you find any of the above confusing or unclear please feel free to contact Kriz's Toy Creations and we will gladly help clear anything up.

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Name: _____ Date: _____

Phone # (mobile or home): _____ Secondary Phone # _____

Email: _____

Best Times for Contacting: _____

Toy Return Address: _____

Description of the Problem (Please Also Attach A Photograph of Damaged Area): _____

Approximate Date of Original Purchase: _____

For the Following Please indicate the appropriate answer:

Toy purchase was made at: Craft/Art Show Other In Person Order Online Order

Toy purchased through: Kriz's Toy Creations Kriz's Toy Custom Creations

Original Woods Were: Custom Selected Not custom Selected

The Toy is for: Display Children's Play