

SMOBY TOYS SAS
Le Bourg Dessus • 39170 Lavans lès Saint Claude

BEWARE OF SCAMS!!

Dear Consumer,

In recent days, we have been informed of the existence of merchant sites which appear to be an exact replica of our own website https://www.smoby.com/smoby_fr/home/ and offering the sale of SMOBY brand toys with very deep discounts.

By clicking on URL addresses, you enter a fraudulent website/fake online store. Our company Smoby Toys has no connection with these fraudulent sites. Also, we strongly advise you not to make any purchases on these fraudulent sites.

Unique official website : [www.smoby.com]

Reminder of Smoby official pages :

- Facebook : <https://www.facebook.com/SmobyFrance>
- Instagram : <https://www.instagram.com/smobytoys/>
- Site internet officiel : <https://www.smoby.com/fr>

What if I ordered from a fraudulent Smoby website ?

If you have filled in your credit card and ordered on one of these fraudulent sites, we advise you to:

1. Contact your bank promptly to:

- o Request cancellation of payment or refund of transaction.
- o Oppose your credit card.

2. File a complaint with a local authority against the fraudulent site on which you made “purchases”.

What are we doing to stop these scams?

Smoby Toys is actively working on this issue and is doing its best to put an end to these unscrupulous practices.

We regularly carry out administrative procedure with:

- the community site “Signal Arnaques” (<https://www.signal-arnaques.com>)
- Facebook via online reports
- Instagram via online reports
- Internet users: warnings on our official and international websites, warnings through posts on our official social networks Facebook (and in Instagram story)
- Victims: all employees of Smoby Toys are mobilized to respond, each day, and individually to the victims who are seeking our assistance us through emails, phone calls, comments and private messages.

How to recognize a fraudulent site?

There are several things that can alert you to online scams:

- The fraudulent URL site is generally not secured:
 - o An unsecured site starts with «http»
 - o A secured site starts with «https» but it does not necessarily mean that you are on a reliable site and we still advise you to check the points below :
- The fraudulent URL site is often complex and lengthy. Also the contact email address is not consistent with the domain name of the scam site.
- The company's legal notices and/or general conditions of sale are non-existent, incomplete or erroneous.
- Google now takes the reputation of websites into account in its analysis to classify or even downgrade them. Thus, if a site does not appear in the first Google results by looking for it by its name, there are big doubts to have about it.
- Prices are excessively low with significant discounts. Offers far too good to be true...

If you have the slightest doubt about the reliability of an online sales site: do not order, and contact the Smoby teams to ensure the authenticity or not of this site!

SMOBY TOYS SAS

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