

SMOBY TOYS SAS
95 route du Haut-Jura • 39170 Lavans lès Saint Claude

Lavans-les-Saint-Claude (France),
2026

STATEMENT

BEWARE OF SCAMS: BE VIGILANT!

Dear Consumer,

We have been informed of the existence of e-commerce sites that appear to be exact replicas of our own website (https://www.smoby.com/smoby_en/home/) and sell SMOBY brand toys at very low prices.

By clicking on these URL addresses, you are entering a fraudulent website/fake online shop.

Smoby Toys has no connection with these fraudulent sites. Therefore, we strongly advise you against shopping on these platforms.

✓ Here is our **official online shop**: https://www.smoby.com/smoby_en/home/ where you can shop in complete safety.

Our official social networks and website are as follow:

- Official Facebook page: <https://www.facebook.com/SmobyFrance>
- Official Instagram account: <https://www.instagram.com/smobytoys>
- Official website: https://www.smoby.com/smoby_en/home/

What should I do if I have ordered from a fraudulent website impersonating Smoby?

If you have used your credit card and ordered from one of these fraudulent sites, we advise you to:

- **Contact your bank as soon as possible to:**
 - Ask for the payment to be cancelled or for the transaction to be refunded,
 - Cancel your credit card.
- **File a complaint with a local authority against the fraudulent site your ordered from.**

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 take actions with:

- **Facebook** via online reports
- **Instagram** via online reports

SMOBY TOYS SAS
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- **internet users:** via reports on our official and international websites (Smoby France, Smoby UK, Smoby Germany, Smoby Italy, Smoby Spain, etc.), reports via posts on our official Facebook social networks (and on Instagram stories)
- **victims:** all Smoby Toys employees contribute by replying to victims who contact us, particularly via e-mails, telephone calls, comments and private messages on social networks (in French, Italian, English, Spanish and German).

How to recognise a fraudulent site?

There are many elements that can help you identifying online scams:

- The URL address of the fraudulent site is generally not secure:
 - An unsecured website starts with '**http**'
 - A secure website starts with '**https**' but this **does not necessarily mean that you are on a reliable website, and we strongly advise you to check the points below:**
- The URL of the fraudulent site is often complex and quite long. In addition, the contact e-mail address is not consistent with the domain name of the scam site.
- The company's legal notices and/or general terms and conditions of sale are non-existent, incomplete or incorrect.
- Google analyses the reputation of websites to rank or downgrade them. So, if a website doesn't appear in the first Google results when you search for it, you should have serious doubts about it.
- Prices are excessively low, with huge discounts. Offers that are 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 check whether or not the site is authentic!

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