



## **Step2 Limited Warranty**

### **What is the Step2 product warranty?**

Step2 manufactures high-quality toys, which encourage creative play, as well as innovative home and garden products. We warrant to the original purchaser this product is free of defects in materials or workmanship for three years, (\*special provisions noted below) from the date of purchase (sales receipt, electronic confirmation or proof of purchase is required).

At the sole discretion of The Step2 Company, the remedies available under this warranty will be either replacement of the defective part or refund of the product purchase price. There are limited replacement parts available for purchase after the warranty expires - please visit [www.step2.com/parts](http://www.step2.com/parts) or contact Step2 Customer Service for details.

This warranty is valid only if the product has been assembled and maintained per Step2 guidelines, and does not cover abuse, accidents, commercial use beyond six months, vandalism, loss or any other cause not arising from defects in material and workmanship. Additionally, the warranty does not include cosmetic issues (ex: fading, scratches, etc.) resulting from normal wear or dirt, water retention, internal/external surface contamination from exposure to environmental conditions and inclement weather. Inclement weather includes storms, tornados, hurricanes, hail, sleet, ice, moisture, rain, flooding, snow, sun, wind, etc.

To place an order call 1-866-429-5200, or for customer service call 1-800-347-8372, Monday - Friday, 8:00 am - 5:00 pm ET. You can also write to us at The Step2 Company, Attn: Customer Service, 10010 Aurora-Hudson Rd., Streetsboro, OH 44241, USA. Please include an email and/or telephone number. Some parts may not be available for purchase, please contact Step2 Customer Service for more information.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

#### **\*Special Provisions\***

**Wood Products:** The warranty period for pretend play wood kitchens or like items is ninety days.

**Hybrid Wood/Plastic Climbers & Playhouse Products:** The warranty period for the wood components is one year. The warranty period for the plastic and other components is three years.

**Daycares & commercial settings:** The warranty period for our plastic products placed into this type of environment is six months.

**Battery-Operated Vehicles:** The warranty for batteries, motors, modules, fuses, wiring, switches, and gearboxes is six months. The warranty for the body of battery-operated vehicles is one year.

**Inflatables:** The warranty period for inflatables without water play is one year. The warranty period for inflatables with water play is ninety days.

**Swings, fabric, cloth canopies, umbrellas, decals, play accessories, all other battery and electronic components** (not associated with battery operated vehicles) the warranty period is one year.