

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 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, **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 (hail, ice, moisture, rain, snow, sun, wind, etc.).

For additional **warranty** service or replacement part information, please call [1-800-347-8372](tel:1-800-347-8372), Monday - Friday, 8:00am - 5:00 pm EST. You can also write 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

The **warranty** period for wood products is 90 days. We offer a six month **warranty** for plastic products used in daycares or commercial settings, as well as the battery, motor and gear boxes for battery operated vehicles**. We offer a one year **warranty** on the body of battery operated vehicles, swings, preschool items, fabric, accessories and all other battery and electronic components (not associated with battery operated vehicles).