

What is the Step2 product warranty?

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

At the sole election of The Step2 Company, the only remedies available under this warranty will be either replacement of the defective part of the product or refund of the purchase price of the product. Some replacement parts may be available for purchase after warranty expires - contact us for details.

This warranty is valid only if the product has been assembled and maintained per the instructions. This warranty does not cover abuse, accident, cosmetic issues such as fading or scratches from normal wear, or any other cause not arising from defects in material and workmanship.

For additional warrant service or replacement part information, please call 1-800-347-8372, Monday - Friday between 8:00am - 5:00pm est. You can also write us at The Step2 Company, Attn: Customer Service, 10010 Aurora-Hudson Rd., Streetsboro, OH 44241 US.

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 is six months for daycare or commercial purchasers, as well as the battery, motor and gear boxes for battery operated vehicles**. We offer a 1 year warranty on the body of battery operated vehicles, swings, preschool items and all fabric, all other battery and electronic components (not associated with battery operated vehicles), and accessories.

**For battery-operated vehicles listed below, please contact Customer Service at 1-877-571-5536.

Max Quad 6-Volt Battery Ride-On (Pink or Red)

Mini Quad 6-Volt Battery Ride-On (Pink or Red)

Super Quad 12-Volt Battery Ride-On (Red)

**For battery-operated vehicles listed below, please contact Customer Service at 1-800-347-8372.

Spin & Go Xtreme Cruiser

The warranty period for continuous inflatable products*** is 90 days. This is a manufacturer's warranty and is not covered by The Step2 Company, as we do not manufacture these products.

***For continuous inflatable products listed below, please contact 1-888-753-2858 for warranty information or questions.

Grand Rapids Slide
Tornado Twist Water Slide
Sport N' Fort Bouncer
Twin Falls Water Slide

***For continuous inflatable products listed below, please contact 1-888-545-6288 for warranty information or questions.

Super 8 Bouncer
Mega Mountain Water Slide

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.