

limited warranty

For the fastest answer to a question about a Baby Trend product, please check our Frequently Asked Questions 24 hours a day, 7 days a week.

Coverage

Products Covered under Manufacturer's Warranty: Parts and repairs for products purchased in the United States with defects, malfunctions or failure directly resulting from the quality of material used and/or workmanship of the finished product during the first 180 days after purchase, with proof of purchase, are covered under the manufacturer's warranty at the discretion of the manufacturer. Baby Trend will cover shipping from and to consumer in the event of a repair if applicable.

Products Not Covered under Manufacturer's Warranty: Part and/or product damages or malfunctions not resulting from defects in material and/or workmanship, including misuse by consumer and/or products without Proof of Purchase are not covered under the Manufacturer's Warranty.

Instructions

Please follow the instructions below when returning your product for repairs. It's important to note that the instructions below must be followed in order for Baby Trend to process your return in a timely fashion.

Call 1-800-328-7363 to obtain a Return Authorization Number (Note: Returns will not be accepted without a Return Authorization Number and a Proof Of Purchase)

Please provide the following information: Model # / MFG Date, Name of the Store where the Item was Purchased/Online/Gift and if the product is in need of a part and/or repair

Return the item in its original packaging. And pack the item with care so that it will not be damaged during the shipping process.

Use a secure shipping method to send the item so that it can be tracked. For example, if you are sending it through the United States Postal Service, please send it via certified

mail. We are not responsible for items lost during shipping, and cannot process your return until the item is received.

For online orders, include a copy of the packing slip. (Note: For online orders, returns will not be accepted without a packing slip and **proof of purchase**)

Proofs of Purchase (i.e. copy of store receipt, gift card receipt or evidence of date and place of purchase) Items with out Proof of Purchase are not covered under manufacturer's warranty.

Unless a different return address is specified on your packing slip, all returns should be sent to the following address:

**Baby Trend Inc.
Attn: Service Department
1607 South Campus Avenue
Ontario, California 91761**

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.