

# Warranty

## 100% Guarantee

We guarantee all Fisher-Price® merchandise. If you are not completely satisfied with your catalog or online purchase, please return it for an immediate exchange, credit, or refund of the product purchase price.

### Product Warranty Information

All Power Wheels® battery powered ride-on vehicles are covered by a One (1) Year Bumper-to-Bumper Limited Warranty (excluding the battery, which is covered by a Six (6) Month Limited Warranty) against defects in materials and workmanship during normal use.

## Fisher Price Easy Online Returns

We trust you are delighted with your purchase from us. If for any reason you are not, we will promptly exchange or provide a merchandise credit for any returned product. A refund is available with your original proof of purchase from Fisher Price.

Shipping and processing fees are non-refundable.

To return an item, please complete the steps 1 and 2. To replace an item, see step #3.

Step 1: Complete and print a [Return form](#)

Step 2: Print a shipping label

Option 1: Print a [prepaid shipping label](#) for your package

***We will deduct \$6.95 from your refund for the use of this label.*** Please send your ***completed return form, product, and proof of purchase*** packed securely in a sturdy cardboard box. Remove any other addresses and barcodes from the outside of the box, affix the label to the package, and give it to any postal carrier or post office.

## Option 2: Send your return with a pre-addressed shipping label

Please send your ***completed return form, product, and proof of purchase*** packed securely in a sturdy cardboard box through a standard carrier (such as FedEx or UPS) or insured mail to the address below. *Please note the tracking number to monitor the delivery status of your return.*

Fisher-Price  
Returns Department  
8300 Fairway Place  
Middleton, WI 53562

Sorry, we do not accept returns sent C.O.D.

## Step 3: Order replacement items

If you'd like to replace the item(s) you are returning, place that order now using FP15039 at checkout and we'll pay for your standard shipping (rush shipping and surcharges excluded).

### *Need Assistance?*

Please contact Customer Service 7 a.m. - 10 p.m. CT, seven days a week (holiday and summer hours subject to change). Call 1-800-747-8697 or e-mail [customerservice@fisher-pricestore.com](mailto:customerservice@fisher-pricestore.com). Holiday hours may vary.

Easy Returns [Frequently Asked Questions](#)

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.