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**Galt Toys, Inc.**

## **Products & Quality Statement**

### **Products**

Galt Toys, Inc. produces and sells quality toys, which meet the needs of all stages of child development from 0-10 years.

Galt products are designed to be fun and to encourage learning through play. Traditionally the company is associated with art, craft and activity products. In more recent years Galt has established a name for itself in the First Years category with the innovative, patented Playnest.

### **Quality**

Product safety and quality is a top priority for Galt Toys, Inc.. Rigorous quality control is applied at all stages of development, production and distribution, at third party, accredited laboratories and meets or exceeds all applicable international toy safety regulations.

We sell our products globally and are committed to testing for not only US Standard (CPSIA/ASTM F963) but for Europe (EN Standards including EN 71), AU/NZ ISO Standards, and Canadian Standards. All Galt Products carry the CE mark and the BS5665 Lion Mark. We test each of our products for physical/mechanical safety requirements as well as flammability. Our procedures include tests for harmful chemicals including lead, other heavy metals, and phthalates.

### **Non-toxic/BPA**

All Galt products are designed and intended for use by children. We subject all of our products to rigorous safety testing and evaluation using ASTM standards. All applicable products undergo comprehensive Toxic Risk Assessment (TRA) of the product ingredients to ensure non-toxicity to the user. Our products are also tested to the European Union Toy Safety Standard EN71 and carry the CE mark, as well as the BS5665 Lion Mark.

**We do NOT use BPA in our manufacturing processes.**

Galt Toys Inc, One Corporate Drive, Grantsville, MD 21536, USA

T 853.425.8869 F 301.895.5029

[Info@GaltToys.com](mailto:Info@GaltToys.com) [CustomerService@GaltToys.com](mailto:CustomerService@GaltToys.com)



### **Parental Verification**

Customers under the age of 18 must have a parent or legal guardian present to purchase products and make requests through customer service.

### **Limits of Responsibility**

We accept no responsibility for user initiated damage and/or loss of parts incurred during assembly, operation or use of product.

## **OUR LIABILITY**

We warrant to you that any product purchased from us, either directly or from another verified retail distribution channel, is of satisfactory quality and reasonably fit for all the purposes for which products of the kind are commonly supplied.

Our liability for losses you suffer as a result of us breaking this agreement is strictly limited to the purchase price of the product you purchased.

This does not include or limit in any way our liability:

- For death or personal injury caused by our negligence;
- Under section 2(3) of the Consumer Protection Act 1987;
- For fraud or fraudulent misrepresentation; or
- For any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.

We are not responsible for indirect losses which happen as a side effect of the main loss or damage including but not limited to:

- loss of income or revenue
- loss of business
- loss of profits or contracts
- loss of anticipated savings
- loss of data, or
- waste of management or office time however arising and whether caused by tort (including negligence), breach of contract or otherwise; provided that this shall not prevent claims for loss of or damage to the products that you have purchased or any other claims for direct financial loss that are not excluded by any of categories above.

## **WARRANTY POLICY**

This Warranty is applicable only to the original purchaser, is non-transferable and applies only to Galt products or replacement parts. All Galt products are covered by a 3-month (90 Day) warranty from the original purchase date, under normal use and service, against defective workmanship and materials.

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## WARRANTY POLICY (cont.)

This Warranty does not apply to (a) consumable parts, such as batteries; (b) cosmetic damage, including but not limited to scratches and dents; (c) damage caused by accident, misuse, unreasonable use, immersion in water, neglect, abuse, battery leakage, or improper installation, improper service, or other external causes; (e) damage caused by operating the product outside the permitted or intended use. (f) a product or part that has been modified (g) defects caused by normal wear and tear or otherwise due to the normal aging of the product.

If you want to return any products pursuant to our Returns Policy, please contact our Customer Service Department by email at [customerservice@galttoys.com](mailto:customerservice@galttoys.com) or [INFO@GaltToys.com](mailto:INFO@GaltToys.com)

Telephone toll Free (U.S) at (855)-425- 8869

Canada: 301-895-3792.

If the customer service representative is unable to resolve the issue, you will be provided instructions on how to return the product and have it replaced under Warranty. Return of the product under Warranty must adhere to the following rules:

- Galt Toys, Inc. believes that there may be a defect in the materials or workmanship of the product and can confirm the purchase date and location of the product, we will at our discretion replace the product with a new unit or product of comparable value. A replacement product or part assumes the remaining Warranty of the original product or 30 days from the date of replacement, whichever provides longer coverage. Replacement may consist of replacing like product or of comparable value.

**THIS WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. IF GALT TOYS, INC. CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY AND TO THE REPLACEMENT SERVICE AS DETERMINED BY GALT TOYS, INC. IN ITS SOLE DISCRETION.**

To the extent permitted by law, Galt Toys, Inc. will not be responsible for direct, special, incidental or consequential damages resulting from any breach of Warranty or condition, or under any other legal theory, including but not limited to loss of profits.

This Warranty is not intended to persons or entities outside of North America.

Any disputes resulting from this Warranty shall be subject to the final and conclusive determination of Galt Toys, Inc.

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## **PRODUCT RETURNS**

**Returns Policy** This returns policy is only specific to products meeting warranty restrictions and proven to be within the warranty period (outlined in our Warranty Policy above.) Galt Toys, Inc. reserves the right to at our discretion, replace the product with a new unit or product of comparable value, before providing a full refund. We will only normally refund the delivery charge for sending the product to you if:

- The product is damaged, faulty, or does not match your order; or
- If you exercise your right to cancel your order within 7 working days. Please note this only applies to cancellation of the complete order; a return of part of your order will not result in the delivery charge being refunded. We will also pay for the cost of returning the product to us when the original order was delivered to a North American address.

Products should be returned in their original packaging. If you do not have this packaging, please contact Customer Services.

**Returns Procedure** Returns procedure for orders delivered to North American (US & Canadian) address;

- If you want to return any products pursuant to our Returns Policy, please contact Customer Services by email at [customerservice@galttoys.com](mailto:customerservice@galttoys.com) or [INFO@GaltToys.com](mailto:INFO@GaltToys.com) Telephone toll Free (U.S) at (855)-425- 8869  
Canada: 301-895-3792.
- Once the returned goods have been received by Customer Service we will review their condition before deciding in accordance with our Returns Policy whether to process the refund.
- When processing a refund for returned goods, we will refund by the original method of payment and you will receive an email confirming the refund amount.
- If we decide not to process any refund you will be contacted by Customer Service.

### **Returns process for orders Outside North America:**

Deliveries to a non-North American address requesting return: please contact Customer Service by email at [customerservice@galttoys.com](mailto:customerservice@galttoys.com) or [INFO@GaltToys.com](mailto:INFO@GaltToys.com)



**Returns process for orders Outside North America: (cont.)**

You will be required to pay for the return of the goods, and should choose a method of return that is secure and can be tracked. The products ordered by you will be at your risk from the time of dispatch until they are proven to have been received into Customer Service. The return and any refund will be dealt with in accordance with the terms as described here:

- Once the returned goods have been received by Customer Service we will review their condition before deciding in accordance with our Returns Policy whether to process the refund.
- In the case of unwanted goods returned for refund; we will refund the price paid for the goods, but not any duties or taxes that were imposed when the order was dispatched to the recipient.
- When processing a refund for returned goods, we will refund by the original method of payment and you will receive an email confirming the refund amount.
- If we decide not to process any refund you will be contacted by Customer Service.

Updated on Aug 27, 2014.