

# Frequently Asked Questions

## How do I remove my toy from its packaging?

Many of our toys have plastic stands holding them in place in the packaging. To remove your toy from these stands, simply remove both screws holding the stand in place with a Phillips-head screwdriver. The stands will easily detach, and then you are ready to begin playing with and enjoying your toy!

## How do I remove the yellow plates from the Caterpillar Excavator?

There are two screws on the bottom of each yellow plate. Please remove both screws and the yellow plate will easily detach from the toy.

## Where can I find replacement parts for my Road Rippers® or Caterpillar® toy?

To receive replacement parts for any Toy State product, simply [send a message](#) to Toy State's Consumer Service Department including the item name and number (if available) of your toy, and a Consumer Service Specialist will contact you to replace your missing, broken, or defective parts.

## What should I do if my toy is not working properly?

If your toy is not working properly, please follow these simple steps:

- Check to make sure the batteries are fresh, and replace them if necessary.
- Check to make sure the battery contacts (+ and -) are correctly matched.
- Make sure that the metal contact tabs are touching and not rusty.
- If you are still having problems with your toy, contact the Toy State Consumer Service Department with the item name and number (if available) of your toy, and details of the problem, and a Consumer Service Specialist will work with you to solve the problem.

## How Can I track the shipment of my replacement toy/parts?

If you would like to track your replacement toy simply send a message to Toy State's Consumer Service Team including the item name and number (if available) of your toy, and a Consumer Service Specialist will track the status of your shipment for you.

Email: [ConsumerService@ToyState.com](mailto:ConsumerService@ToyState.com)

## Where can I find Road Rippers and Caterpillar toys?

Road Rippers and Caterpillar toys are available at quality retailers worldwide, such as Wal-Mart, Target, Toys "R" Us and Kmart. Send a message to Toy State's Consumer Service Team, using the form below, for questions regarding where you can find a specific Toy State product.