



PRINCE LIONHEART®
Because your baby deserves the very best!™

Prince Lionheart® USA – Consumer Warranty Claim Form

(revised Feb 17, 2010)

Section A - Claim Information

Date of Claim (today's date): _____

Item Description: _____

Model Number: _____

Date Code: _____

(Model number can be located in the upper right corner of the package, or the tag for stuffed articles or the bottom side of molded plastic products. Date code can be located above UPC code on the box or by telling us where the "hands" on the dials that look like clocks on the bottom of molded plastic items are pointing)

Store purchased from: _____

Date of purchase: _____

Please include a copy of your original receipt with your warranty claim form by scanning into email or faxing to the number above. Please be sure to reference your case by including your name and phone number.

Please briefly describe the issue you are experiencing (if more space is needed, please add a page): _____

Please provide digital pictures showing the damage/defect to customerservice@princelionheart.com where applicable. Please include your name and phone number with your email to allow us to match the images to your claim.

Section B - Your Information

Name: _____

Address: _____

Phone Number: _____

Email Address: _____

Would you like to help us improve our products by providing your feedback? If so, please tell us:

What do you love about this product? _____

What do you hate about this product? _____

Important notes about Prince Lionheart's Warranty and Return Policy:

Prince Lionheart stands behind our products 100% and offers a 1 year limited warranty for all of our products. Please note the warranty is *limited to defects* in the manufacture of the product or its components. This warranty **does not** provide coverage for products that are **damaged** as a result of abuse or misuse. If you believe your product is not working properly please contact Customer Service for a quick resolution. We will replace any product part or product determined to be defective immediately. Proof of purchase as evidenced by your original purchase receipt will be required, and we may require you to provide pictures or return the product to us at your expense, for repair or replacement. Please do not mail defective products or parts to us unless our Customer Service personnel requests you do so.

Prince Lionheart does not sell its products directly to consumers and are unable to offer cash refunds for defective merchandise. If a consumer seeks a refund on their purchase, the item must be returned to the Reseller in accordance with that Reseller's own return policies.

For Internal Use Only:

Claim Received: _____ Received by: _____ Date Logged: _____

Customer Return # issued: _____ via ☐ email or ☐ phone Date provided: _____

Date Product Destroyed/Received: _____ Action taken: ☐ RPTN ☐ RPTC ☐ RPUN ☐ RPUC ☐ RFR ☐ RFRP

☐ RFC ☐ CIS ☐ DEN ☐ OTH