

Returns:

We want you to be completely happy with your order. If for some reason you are not completely satisfied, you may return items purchased through VTech Online within 90 days of purchase for a refund.

- Toy must be in its original condition
- Toy must be returned with original packaging and all paperwork included with the toy (manual, etc) and original packing slip.

To return an item customer should access their Club VTech account to receive return instructions and 2 printable forms to include with return.

We cannot process exchanges. To get exactly the product you want as quickly as possible, return the item for a refund and place an order for the new item.

Return instructions to consumer:

- Please return only items purchased through your VTech online order. Any items returned that are not listed on the RMA form will not be processed. Any other items included cannot be returned or replaced. Refunds can only be issued for items purchased through VTechkids.com.
- Remove all batteries and accessories from your product. Any batteries, accessories, or store bought items returned with your product cannot be returned or replaced.
- Place the product in a shippable carton, if possible use the carton that you received the product in.
- Include the preprinted form with your name, address, RMA # and reason for the return.
- Use a copy of the return form as your shipping label by securing it to the top of the shipping carton. Failure to use the supplied label will result in your package being refused by the warehouse. Do not return your product to any address other than the one listed on the label.
- Please return the product Postage Paid & Insured for loss or damage as

we cannot be responsible for items not delivered to us or damaged by the carrier. We are unable to accept packages sent postage collect.

- Once we receive your package, credit will be issued to the original account billed for the product.
- Shipping charges are not refundable.

Reasons for returns

Incorrect Product Received:

Please contact VTech Customer Service at vtechkids@vtechkids.com. Once we have confirmed the wrong product was shipped, we will immediately ship the correct item and issue a UPS Call Tag to pick up incorrect item.

Defective Item:

Please contact VTech Customer Service at 1-800-521-2010.

Product received Damaged:

Customers should refuse any damaged packages. If you are unable to refuse delivery (not home, etc) immediately notify UPS regarding the damage then notify VTech Customer Service at vtechkids@vtechkids.com as per above and we will ship replacement.

Applicable to Back Order products only:

Product descriptions are for reference only. Features, specifications, availability and delivery of "Back Order" products are subject to change without notice.

Coupons, promotions, rebates and other discounts are not applicable to "Back Order" products. "Back Order" purchase cannot be combined with standard purchase in a single transaction.