

STEP2

Naturally Playful Clubhouse Climber

Model #7A06/7450/7450SC

RETURN POLICY

- All returns require prior authorization from Step2 Direct. To obtain a return authorization, please contact us online at Step2.com or call us toll free at 1-800-446-1135 Monday - Friday, from 8-5 ET . Please note: returns without a return authorization are subject to a 20% restocking fee.
- FedEx Shipments - You may return an item shipped via FedEx within 14 days of receipt for a refund of the purchase price less the shipping charges. (**If your purchase is a gift for the holidays, you must contact us regarding a return within 14 days after Christmas Day.) The original and return shipping expenses are your responsibility. Returned items must be in new condition with their original packaging.
- Truck Shipments - You may return an item shipped via truck (common carrier) within 7 days of receipt. (**If your purchase is a gift for the holidays, you must contact us regarding a return within 7 days after Christmas Day.) The purchase price will be refunded less a 20% re-stocking fee. Additionally, you are responsible for the original and return shipping charges. (If your truck shipment arrives damaged, please note this on the driver's copy of the delivery receipt and contact us immediately for further instructions.
- Please note: If you are eligible for credit on a return, it will be issued to the original credit card used to place the order only.
- Defective Product: We want you to be pleased with your Step2 Direct purchase. If you receive a product that is not functioning properly, please call our Customer Service Department at 1-800-347-8372 Monday-Friday from 8-7 ET or contact us online at Step2.com.
- **Step2 does not offer product exchanges.