

Warranty

Plan It Play warrants all product lines within the specified periods against defects in material and workmanship. Warranty does not apply to freight or shipping damage, abuse (intentional or unintentional), acts of God, improper care, and commercial use. All warranty claims must be submitted in writing to Plan It Play within the specified warranty period. Claims require proof of original purchase via a copy of the invoice. Plan It Play reserves the right to require pictures to substantiate the claim and may require physical inspection of the item. Plan-It Plays' liability is limited to the defective part. Plan It Play reserves the right to repair defective items or replace them with like or similar items.

Incorrect/Missing/Damaged Items

The customer has 7 days from the date the order was received to file a claim. Any items determined incorrect, missing or damaged will be replaced and shipped standard ground free of charge. Incorrect and damaged items must be returned. The method of the return (i.e. call tag, COD, cross shipping) and the release of the replacement is at the discretion of management.

Important Note Regarding ALL Freight Shipments

The customer or person representing the customer must be at the delivery address to sign for the shipment. This is to verify the shipment was not damaged during transit and the number of packages on the freight bill matches what was delivered. We have no recourse with the freight companies for damages not brought to the driver's attention and noted on the receiving ticket at the time of delivery. If absolutely necessary the customer can make prior arrangements with the freight company to leave the shipment at the delivery address without an inspection signature. Keep in mind, if the shipment arrives damaged, without your physical inspection at the time of delivery, any claim brought against Plan-it Play Inc. will be promptly denied.

Returns

Any return must have proper authorization in advance. All returns are subject to a restocking charge.