

Hatch Warranty Information

Hatch stands by our products, and we warrant that Rest, Rest+, Restore, Restore 2, Rest Mini, Rest 2nd Gen, Rest+ 2nd Gen and/or Grow (along with the original Smart Changing Pad) will be free of defects in materials and workmanship under normal use for one (1) year from the date of registration. The Hatch warranty applies only to the original purchaser who buys a new product directly from Hatch or from an authorized reseller (ie. Amazon sold by Hatch Baby, Inc., Target, Best Buy, BuyBuyBaby, BabyList, Pottery Barn Kids, Nordstrom, and Walmart.com). To register your Hatch product you must connect to it via the corresponding app.

Products purchased at an authorized reseller that fall within the store's return window must be exchanged through the original retailer. Products purchased by unauthorized resellers are not covered by any warranty.

Hatch is not responsible and will not cover damage or defects caused by (a) normal wear and tear; (b) misuse, accident, abuse; (c) failure to follow product instructions. These include but are not limited to: using a power cord not manufactured by Hatch, dropping the product, dropping the product in the bathtub, traveling with your Grow, storing Grow in anything other than original packaging, repeated moving of Grow, leaning on Grow, allowing your child to jump on the product, dragging Grow across a surface, removing the feet of Grow, and/or shipping Grow to another location. Hatch may limit the number of replacement products any individual can receive.

To initiate a warranty claim*, you must contact us within one year of purchase (head to the top menu to send us a message!) and return the defective product in the original packaging to Hatch (you will need to contact support to begin the warranty claim). Hatch will also require you to provide proof of purchase before receiving warranty service. The consumer assumes all risk of loss or damage while the product is in transit. (**We are unable to provide warranty service outside of the United States.*)

Once the defective product is received by Hatch, the company will determine whether to repair the product or to replace it with a new or refurbished unit. Units that are determined to have been damaged in a manner that voids the warranty will not receive a replacement. Replacement units are not covered by any warranty.