

Warranty & Returns

Limited Warranty

Here at Skip Hop, we take great pride in the quality of the craftsmanship of each and every item we produce. We are committed to providing our customers best-in-class, high quality, genuine Skip Hop products through authorized Skip Hop retailers. We stand behind that by the following warranties against defects in materials and workmanship.

- 2-year Warranty for all electronic products (plug-in or battery-operated)
- 10-year Warranty for all other products Warranties are non-transferrable and only applies to the original purchaser. All refunds and exchanges are issued at the discretion of Skip Hop.

Warranties do **not** cover:

- Damages caused by normal wear and tear (i.e., zipper wear, Velcro wear, etc.)
- Defects resulting from repair or alteration of the product (except by Skip Hop)
- Defects resulting from improper use, including any use or care not in accordance with the product instructions
- Damages resulting from airlines or airport staff
- Defects resulting from improper storage, such as outdoors or in damp environments
- Products that are re-sold, given away, or in any other case where you are not the first and original owner Products without receipt or proof of purchase
- Products purchased outside of North America
- Products that are not purchased through an authorized Skip Hop retailer (online or in-store)

Limitation of Remedies: Your remedies under this limited warranty are limited to repair or replacement of the product or components of the product. In no event will Skip Hop or any of its retailers, dealers, distributors or resellers be liable for incidental, indirect or consequential damages relating to the product (including any repaired or replacement product or component) or its use. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.

How State Law Applies: This limited warranty gives you specific legal rights, and you may have other rights which vary depending on the jurisdiction.

What you must do to get service under this limited warranty: please fill out the form [here](#).

What Skip Hop will do: Once your item is received and inspected by our Customer Service Team (usually within 7-10 days of receipt), your claim will be processed and a credit, refund, or replacement will be issued within 3 – 5 business days. Please note that depending on the product and shipping address, it may take an additional 2-10 business days to receive a replacement.

Return/Exchange Policy

Skip Hop offers a 30-day return policy to exchange or receive a full refund, less the cost of shipping.

The following items **cannot** be returned or exchanged:

- Items without receipt or proof of purchase
- Items purchased on sale

- Items not purchased on Skiphop.com (purchases made at one of our retailers, must be returned to them directly)
- Used items, without all tags and/or wraps attached

To Return or Exchange an item, please complete the form [here](#).

Please note: You must have Adobe Acrobat Reader installed on your computer to view and print the return form. If you don't, it can be downloaded for free [here](#).

Once your item is received and inspected by our Customer Service Team (usually within 72 hours of receipt), your claim will be processed and a credit, refund, or replacement will be issued within 7 – 14 business days. Please note that depending on the product and shipping address, it may take an additional 2-10 business days to receive a replacement.

Unauthorized Retailers & Counterfeits

Skip Hop's iconic and innovative designs have become a target for counterfeit manufacturers. While not always easy to detect, these products are made with inferior and potentially dangerous materials. We take this issue very seriously and are working to remove fake Skip Hop products from the market.

Amazon is an authorized Skip Hop retailer, but many "Third-Party Marketplace" sellers are not (even when the sale is fulfilled by Amazon). "Third-Party Marketplace" sellers have been known to sell counterfeit products and are not covered under our warranty.

To be confident that you are always buying authentic Skip Hop products, we urge you to buy from an authorized Retailer. Please use our [Store Locator](#) to find a retailer near you. We also suggest confirming that Amazon is the actual seller when shopping on Amazon.com and staying away from deals that sound "too good to be true."

Skip Hop is committed to protecting our consumers--if you run across a suspect site, or feel you've been the victim of a counterfeit site, please email us directly at customerservice@skiphop.com.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.