

Warranty Information

Joovy products are warranted against defects in material and workmanship at the time of manufacture for a period of 2 years from the original purchase date. If your product arrives missing parts, we require a replacement request be made within the first 90 days from the purchase date. If you are experiencing any sort of difficulties with a product past the warranty period, we encourage you to call our Customer Care Center at (877) 456-5049 or email us at customerservice@joovy.com. We strive to help in anyway we can.

This warranty is not transferable and extends only to the original retail purchaser and is only valid when supplied with proof of purchase. **Please retain proof of purchase for this limited warranty.**

Joovy requires a proof of purchase from an authorized Joovy retailer, the Joovy # and Manufacturing Date Code for ALL warranty claims. Please refer to section titled Examples of Product Information Stickers for assistance in locating product information. (For a list of authorized retailers, please contact Customer Care, or click on [Store Locator](#)) If you are unable to obtain a proof of purchase, Joovy may request for you to pay in part or in whole for shipping costs and/or for replacement parts or products.

The 2 Year Warranty covers defects in material and/or workmanship, including the following:

- Chassis
- Frame
- Harnesses
- Canopies
- Fabrics
- Zippers
- Snaps

The 2 Year Warranty does not cover claims and/or damage caused by the following:

- Misuse
- Abnormal use
 - Dirt, sand, and/or staining caused by use
- Use of product in excess of maximum weight specifications
 - Poor handling from airline or freight company
 - General wear and tear
 - Second hand products
 - Over inflation
 - Mold, stains, rust or sun damage from general use
 - Torn or worn handgrips from general use

- Modification of products
- Poorly maintained and/or stored products
 - Lost or stolen products
- Use other than specified by the product's instruction manual
 - Damage to wheels/tires such as holes or tears, punctures
- Improper installation of third party products that are incompatible with the product

If you meet all the requirements needed and have obtained all of the information necessary to submit your claim, please email this information to customerservice@joovy.com or call the Joovy Customer Care Center at (877) 456-5049 during our regular hours of operation; Monday through Friday, from 8 A.M. to 5 P.M. C.S.T.

Website: <http://joovy.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.