Warranty
2025

Quality Assurance Commitment:
At Children's Factory LLC, we are steadfast in our commitment to fostering safe and creatively enriching environments for children. Our mission is to ensure that each product we manufacture aligns with this vision, offering both quality and affordability. We strive for excellence, not only in the construction of our products but also in the ethical management of our work environment.

Limited Warranty:
Children's Factory LLC hereby provides a limited warranty that all of its products shall be free from defects in materials and workmanship under normal use and service conditions. This warranty excludes any issues arising from abusive or abnormal use, or from failures that occur due to insufficient inspection and maintenance.

Domestic Warranty Provisions:
For products acquired within the United States, Children's Factory LLC reserves the right, at its sole discretion, to repair or replace any portion of a product that is found to be defective under the conditions of this limited warranty, at no additional cost to the purchaser.

International Warranty Provisions:
For products shipped to Canada or other international locations, a credit equal to the cost of the defective product will be applied to the account of the dealer, enabling the purchase of replacement goods in the subsequent order.

Limitation of Liability:
Apart from this explicit limited warranty, Children's Factory LLC offers no other warranties, either express or implied, regarding the products covered by this agreement or any other agreement with the customer. This includes, but is not limited to, any warranties of fitness for a particular purpose, merchantability, or against infringement. The customer expressly waives any claim, including but not limited to claims based on strict or absolute liability in tort, for any loss or damage sustained, such as loss of profits or any indirect, special, incidental, or consequential damages or expenses caused by the product.

Warranty Claim Procedures:
To expedite the resolution of a warranty claim, dealers are required to furnish proof of the product defect, either in the form of photographic evidence or the actual product itself. Additionally, proof of purchase, including a copy of the purchase order and any applicable product tags, labels, or date dials, must be provided. Submission of the original purchase order details for the items under question is also mandated when filing a warranty claim. Upon receipt and evaluation of all required documentation, a credit will be issued, or a replacement order will be dispatched in a timely manner.

EXCLUDED FROM WARRANTY	Bean Bag Filler	polystyrene beans
	Casters	
	Product Damage	due to improper use or cut by sharp object when package opened by customer
	Upholstery Materials	damaged due to sun/rain or other weather-related exposure

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WARRANTY PERIOD		
Active Play	Covered Foam-Filled Products	2 years
	Helmets	1 year
	Plastic Molded Ride-Ons	2 years
	Traffic Signs	3 years
Arts & Crafts	Mobile Drying Rack	1 year
	Smocks & Splash Mats	2 years
Classroom Furnishings	As We Grow® Adj.Tables	10 years
	Angeles Birch Wood Collection	Limited Lifetime
	BaseLine® Tables & Chairs	5 years
	Bean Bags	1 year
	Mirrors	2 years
	MyPosture® Chairs	15 years
	MyValue™ Wood Storage	Limited Lifetime
	MyValue™ Table & Chair Sets	5 years
	NaturalWood™ Tables & Chairs	5 years
	Pillows	2 years
	PlayPanels®	2 years
	Sound Sponge® Quiet Dividers®	3 years
	Sound Sponge® Quiet Dividers® Accessorie	1 year
	Value Stack™ Chairs	Limited Lifetime
	Value Tables	5 years
Pretend Play	Dolls & Puppets	2 years
	Mailbox	1 year
	My Mail Bag Set	1 year
Indoor/Outdoor Play	Activity Cart & Cover	1 year
	Ball Cart & Cover	1 year
	Basketball Stand & Ball Return	2 years
	Kidfetti®	2 years
	Molded Products	2 years
	Sand & Water Tables	2 years
Manual Dexterity	Boards & Vests	2 years
Nursery	Changing Table Pad	1 year
	Feeding Chair	1 year
Rest Time	Blankets & Sheets	1 year
	CF Cots	7 years
	Cot Activity Panels & Table Top	3 years
	Cot Name Clips	1 year
	Mobile Universal Storage Cart	1 year
	Rest Mats	3 years
	SpaceLine® Cots	15 years
	Universal Cot Carrier	3 years
	Value Line™ Cots	10 years
Transportation	Buggies, Runabout & Strollers	3 years
	Bye Bye Buggy®, Canopy, Infant Seat	3 years
	Covers	1 year
	Trikes, Wagons, Scooters	5 years