

# Big Toys MotoTec Warranty & Return Policy

## WARRANTY

### **6V & 12V RIDE ON TOYS WARRANTY**

#### **Scope of Warranty:**

BigToysDirect warrants each product to be free of defects in materials or workmanship for a period of 6 months.

Warranty is limited to replacement of faulty part and does not cover shipping cost of parts.

Exclusions From Coverage:

**Warranty covers ONLY replacement of parts and excludes the following:**

- Products not purchased directly from us.
- Damage resulting from abuse or misuse.
- Damage resulting from extended wear and tear.
- Damage resulting from tampering or modifications by customer.
- Damage resulting from exposure to heat, cold or rain.
- Consequential, incidental, indirect, punitive and/or other damages.

#### **To Obtain Warranty Coverage:**

Just call or email us at [bigtoys@bigtoysdirect.com](mailto:bigtoys@bigtoysdirect.com). Please include the Order Date, Product Name, Name of Purchaser, Your Name, Shipping Address and Telephone Number, along with issue encountered/part needing replacement. You may be asked to return original defective part before we can send you a replacement. We'll get you the necessary component in an expedient way.

#### **RETURN POLICY:**

Products that are faulty/defective may be returned or exchanged within 14 days of the delivery date. Refunds will be applied to original payment method used for purchase. Products that have been used cannot be returned.

#### **RETURN AUTHORIZATION:**

Please call or email us at [support@bigtoysdirect.com](mailto:support@bigtoysdirect.com). Include the Order Date, Product Name, Name of Purchaser, Reason for Return, Your Name, Shipping Address and Telephone Number to receive an RMA Number (Return Merchandise Authorization). Please Do Not ship any products before receiving RMA with return instructions.

**RETURN PROCESSING:**

Upon receipt of the item and completion of our inspection, a refund or replacement will be processed. If item is found to be defective, we will either grant a full refund or a replacement at no additional cost. If the product is NOT defective and we grant a refund, it will be for 75% of your original payment.

**TO MAKE A RETURN OR EXCHANGE:**

1. Call or Email for RMA number.
2. Write RMA number on outside of package you are shipping back to us.

We recommend shipping returned items only via Fedex or UPS GROUND and insuring contents against damage. Ship returns to

Big Toys Returns

800 Kiernan Ave., Suite B

Modesto, CA 95356