



Warranty Claims & Returns Policy

In certain circumstances, you may return items back to us, either it's exhibiting faults or it's not what you ordered. In either instance, our Customer Service Team will be more than happy to answer any questions and help you with a speedy resolution. Because we are an authorised dealer for all the products we carry, you will receive full manufacturer warranties for everything that you purchase. If you are experiencing issues with our product, or the issue persists, you can [contact](#) our support team directly on 1300 79 42 40 or email us at hello@kidscarsales.com.au for further troubleshooting or to start a warranty claim.

Many issues can be resolved quickly over the phone.

To lodge a warranty claim:

1. Inform us of the concern. We will help you lodge a claim directly to the manufacturer.
2. Expect direct communication from the manufacturer. You can expect that someone will be in touch either via phone or email to assist with initial troubleshooting and determine whether the product will need to be returned for assessment or if replacement parts can be supplied instead of returning the product. In case it needs to be returned, the returns shipping of disassembled units will be at no cost to you.
3. Once the product is received back at the warehouse, experienced technicians will assess the unit and advise you of outcome ASAP via the ticket lodgement claim. Products returned to the manufacturer's warehouse will be subject to repairs first before a replacement can be considered.

