



107 Allen Street
Bruceton, TN 38317

THANK YOU FOR YOUR ORDER

Please check all parts received for proper fit and function. The parts supplied to you were selected from the information that you provided our customer service center. Should you find that the information concerning the configuration of your crib is different than what you had originally described, please call us immediately for product exchange instructions. Not all cribs use the same hardware. Most styles are not interchangeable. In the interest of safety, your hardware selection must match the crib configuration. Please check package contents against order receipt. Please keep your order receipt to assist with any future questions that may arise.

Your child's safety is our primary concern. If you have any questions concerning safety information or hardware installation please call Products America at 800.205.9642 or 800.772.1041.

ORDER QUESTIONS



Please call our Customer Service Representatives at 800.205.9642 or 800.772.1041 or email parts@productsamerica.com

METHOD OF PAYMENT



Money Order or Cashier Check Orders ship within 3 business days of order receipt.

Personal Check orders ship within 14 business days of order receipt.

Credit cards accepted are Visa, Mastercard or American Express. PayPal is available upon request.

Credit card orders ship within 72 business hours of approval. Please Note: Charges to credit cards will appear in the name of Products America.

All prices are subject to change without notice.

SHIPPING METHOD & CHARGES



Standard shipping to most continental US destinations averages 3 to 7 days time in transit. Standard shipping methods are UPS, DHL, USPS Priority or First Class Mail. Guaranteed expedited shipping methods as well as international shipping options are available also. Please call for current rates and details.



If ordering a Mattress Spring frame, conversion kit. or complete hardware kit, shipping charges will vary. Please call for rates.

Teething rail shipments require special packaging and handling. Please call for current rates and methods.



All shipments are insured. Please call Customer Service if your shipment was received damaged and we will gladly replace it for you.

RETURNS & EXCHANGES



Teething Rails, woven products such as straps, and highchair trays are non-returnable non-refundable items. All orders with a total product value of under \$20.00 are non-returnable and non-refundable. All other items and orders with a total product value of \$20.00 and over are covered by our standard 30 day return policy. Please call Products America within 30 days of the ship date to receive a return authorization number. Please note: Return packages without this authorization number will not be accepted. **All returns are subject to a restocking fee minimum of \$5.00 or 35% of product value upon receiving inspection.**



Please mail products with a copy of your invoice to Products America Receiving Department 107 Allen Street Bruceton, TN 38317 with your return authorization number on the outside of the box. *For your protection, please insure your return package.* If your order was originally paid for by check or money order we will issue a refund check after return inspection for product value less restocking fee. If your original order was paid for by credit card, we will issue a credit to your card after return inspection for product value less restocking fee. Please note: shipping charges are non refundable. Refused UPS packages may be subject to return freight charges.



Exchanges are sometimes necessary, and will be handled on an individual basis. Please call Customer Service for direct assistance.