

ONE-YEAR LIMITED WARRANTY Tee-Zed Products LLC, Trading as Dreambaby® offers a one-year limited warranty to products purchased NEW. Warranty commences from the date of purchase.

POLICY: In the event of a malfunction or defect during the in-warranty period, Dreambaby® will, at their discretion and by the best decision, provide a replacement product or spare parts. The warranty extends only to the gate's original purchaser.

PROCEDURE: We ask that you contact Dreambaby® to provide all necessary information relating to any issues you are experiencing with your products. The Dreambaby® Customer Service Team can be reached at 1-888-271-6959 Monday to Friday, From 9am to 5pm, EST or through the contact form at www.dream-baby.com/contacts. The following information is requested: Product name and model number, date of manufacture, receipt or purchase information. Photos of the product, sent as an attachment, may assist the warranty process.

ATYPICAL ISSUES: For atypical issues that require physical review, Dreambaby® will request that you return your product to its Head Office, in North Carolina. Dreambaby® will provide a pre-paid shipping label and/or arrange for a courier service to collect the product.

Conditions which VOID the Dreambaby®, one-year limited warranty.

The one-year limited warranty does not cover a defect that has been caused by misuse, abuse, abnormal use, excessive wear and tear, improper assembly, negligence, environmental exposure, alteration or accident.

With regards to Security Gates – A gate which has had its date of manufacture (also known as 'batch code') removed, altered or otherwise tampered with, invalidates any claims against the manufacturer and voids the one-year limited warranty.

CONSUMER REIMBURSEMENT: Dreambaby®. does not provide refunds as a remedy for defective or nonconforming products, nor does Dreambaby® offer cash or other financial reimbursement for returned products which have been purchased through Dreambaby® third-party retailers.

Contact the Dreambaby® customer service team with any questions at 1-888-271-6959. Please contact us directly by telephone, or email if you have any questions about installing your product. If you wish to provide comments or feedback, please contact our customer service team at 1-888-271-6959 (M-F 9am-5pm EST) or visit our website at www.dream-baby.com.