technical support
If you are having a problem with our products please first call our Technical Assistance Department at 800-832-8697 x320. We may be able to troubleshoot the problem without having the item returned.

returns
IMPORTANT INFORMATION TO READ BEFORE CALLING
Checking the batteries to make sure that they are fresh and properly installed can prevent 95% of all returns. We recommend alkaline batteries be used. Any of our products that have been switch-adapted will only work with “mono” adapters and will not work with “stereo” adapters. If you are having trouble with a product, please refer to the troubleshooting tips in your user’s guide.

RETURN AUTHORIZATION
All items MUST have a Return Authorization Number before being sent back. You can obtain an RA# by calling us at 800-832-8697. If possible, please have your invoice number or customer number available, this will help to expedite the return process.

SHIPPING INSTRUCTIONS
Instructions for returning an item: Write the RA Number on the outside of the box. Insure your package and keep your receipt. Pack your item(s) securely to prevent damage. To ensure efficient delivery, we suggest you send your return via a trackable method. Customers are responsible for return shipping costs if items are found to be in good working order, were ordered by the customer incorrectly, or if the item is not suitable. All items returned for credit/refund must be shipped to us unmarked and in original packaging.

refunds/credits
You are entitled to a refund/company credit on most items (except where noted) within 30 days of delivery. Items being returned must be in new condition and unmarked. Any item that has been written on with permanent marker or has stickers/labels on it cannot be returned for a refund, a credit or an exchange. All original packaging, accessories and manuals must be included. Custom/Special orders or final sale items cannot be returned. Items that are non-returnable (these items are noted) can still be repaired. Items being returned in bulk (qty 10 or more) have a 20% re-stocking fee.

DAMAGED/DEFECTIVE
Please notify us within 10 days of receipt of any discrepancies, items damaged in shipping and/or faulty items. Fee Technical Support is available by phone 800-832-8697 or email: customer_support@enablingdevices.com. We may be able to troubleshoot the problem and avoid having the item returned.

PLEASE NOTE: There is a $20 diagnostic fee for each returned item found to be in good working order. Also, customers are responsible for return shipping costs if items are found to be in good working order, were ordered by the customer incorrectly, or if the item is not suitable. All items returned for credit/refund must be shipped to us unmarked and in original packaging.

warranties
For U.S. and Canada purchases, there is a 90 Day Warranty on switch adapted toys for manufacturing defects and a one year warranty on all other products. Items under warranty will be repaired free of charge. There will be a charge for repair and return shipping and handling on all items out of warranty. For international customers, please visit our website www.enablingdevices.com for warranty information. If you have any questions regarding returns, repairs, and warranty information or if you would like a repair fee quote please contact us at 800-832-8697 or e-mail returns@enablingdevices.com. Please note that these time frames and repair fees are as stated and cannot be changed. Repairs, alterations or modifications done by someone other than Enabling Devices will automatically void our warranty.

substitutions
Due to ever changing demands, certain toys may be discontinued by their manufacturer. If a substitution of a similar toy must be made, it will be of equal value. Our products are continually being improved and so the appearance of the product in the photo may slightly differ from what you receive. Please be assured that you will always receive the latest version.

thank you for your business!