

## **NaturePlay Art Company General Policies**

### **NaturePlay Delivery Policy**

Does NaturePlay charge for delivery?

Our NaturePlay on-line store prices are *greatly discounted* to save YOU money. Other companies that promise “no shipping over \_\_\_\_ dollars” are simply charging more for the supplies to cover the “free” shipping! This makes comparing prices more difficult.

The truth is shipping is not free.

At our NaturePlay store we charge only the ACTUAL FedEx shipping charges from the FedEx label. This allows us to have the absolute lowest prices possible on the NaturePlay products you know and love!

No handling charges!

No artificial mark-up!

No gimmicks – Ever!

### **NaturePlay Return/Exchange Policy**

Can I return my order?

Absolutely, returns are gladly accepted. However, if you are not completely satisfied with your purchase, we would love to hear from you!

Of course, if you are not 100% satisfied with any of our products, we will create a solution for you.

Returns are accepted within 30 days of you receiving the product and they are subject to a restocking fee of \$6.95 or, you may return your order at your own expense with no restocking fee. Please contact us to coordinate this

How do exchanges work?

If, for any reason, you would like to exchange your product for a different one, we'll happily accommodate you provided the return items are in resellable condition. (Please note: as with returns, exchanges are subject to a restocking fee).

#### **If you live in Alaska, Hawaii, or Canada:**

Exchanges are allowed and you will be charged an additional shipping charge. Canadian orders will also be assessed an international surcharge. Please contact us to coordinate this.

How do I make an exchange or return?

It's simple just e-mail us and we'll get you started. We hope you love our products as much as we do, but if not, we'll take care of it. Please e-mail your request to [customerservice@natureplayart.com](mailto:customerservice@natureplayart.com)

How long will my exchange or return take?

Return ground shipping can take up to 7 business days, depending on the shipping distance. After we receive your return at the warehouse, please allow up to 10 business days for the return to be posted to your original method of payment.

### **Safety Policy**

Here at NaturePlay, we create art and craft products with special ergonomic improvements. All products are environmentally safe and non-toxic,

At NaturePlay Art Company, we promise:

1. To set a new standard for fun and original art supplies.
2. You can trust that NaturePlay products will *always* be safe, non-toxic, and free of excess preservatives, dyes, and perfumes.
3. Dedicate ourselves to continued design improvements that help children learn to love making art!

Our commitment to quality:

At NaturePlay, we insist on utilizing only then highest quality ingredients possible in the manufacturing of our products.

NaturePlay products are always free of excess preservatives, dyes, and perfumes. They are always safe, non-toxic, and always fun!

Although NaturePlay Art Products are designed to make it easy for children to use, Adult supervision is required for any arts & crafts project. Observe children closely and provide assistance as necessary to prevent potential safety problems, and ensure appropriate use of arts and crafts materials. Some craft items, particularly glitter and gemstones are potential choking hazards for young children. Avoid use of small parts with children younger than 3 years. Craft items such as Fuzzy Sticks may have sharp points or edges. Avoid use of products with sharp points by children younger than 4 years. Disposable aprons can be a breathing hazard if covering the mouth and nose. To avoid danger of suffocation, keep away from babies. Nature Playdough contains wheat and is not-toxic, but it's not food. Read all manufacturers' safety warnings before using arts and craft supplies. Age recommendations: Follow the age grading that is recommended on the product packages. Remember adults are responsible for ensuring the crafts are not accessible to children younger than the age grading states.

We'd love to hear from you! If you experience any issues with NaturePlay products, please inform us immediately so that we may take appropriate action to ensure the safety and enjoyment of all children.