



Quality Commitment Statement

All Nature Explore resources are designed and constructed with the enjoyment and safety of your children in mind. Many Nature Explore items are hand-made, utilizing the utmost care and professionalism in creating high-quality and unique pieces. We will repair or replace any defective product due to faulty workmanship for a full year from the date of purchase.

Due to the nature of raw and untreated wood, we are unable to guarantee against chips, checks, cracks, splinters and in rare instances, insects. See [Important Facts About Natural Wood Products](#) for more information.

If you are not satisfied with your purchase, you may return the items within 30 days of receipt for a full refund of the purchase price.*

Before initiating any return please contact Customer Service immediately at (888) 908-8733 or email us at service@natureexplore.org, and provide the following information:

Required Information:

1. Customer Name
2. Order Number
3. A Brief Explanation

**Refunds are for the cost of the products only. Shipping and processing fees are not included in refunds.*

To be eligible for a refund/credit/exchange, returned items must:

1. Be returned within 30 days of receipt
2. Be in new, unused condition and has been stored inside
3. Contain all original packaging and accessories.

Returns / Exchanges / Ordered Wrong Item(s)

Nature Explore will refund/credit/exchange your original purchase price once the original item(s) have been received and meet the eligibility conditions stated above. You will be required to return the original item(s) to Nature Explore at your expense. Missing or damaged parts will be deducted from the refunded amount. If you would like Nature Explore to issue a return label, the associated shipping charges will be deducted from your refunded amount.

Damaged or Defective Items

If your order contains damaged or defective item(s), contact Customer Service immediately with your order number and we will ship you a replacement item(s) or part(s). Photo documentation may be requested as it helps us to best serve your unique needs. If your package appears to have been damaged in shipping it is very important that you keep all original packaging materials for a claim to be filed with the carrier. Nature Explore is not responsible for damaged or missing parts reported after 30 days from delivery.



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Received Wrong Item(s)

If you receive the wrong item, contact Customer Service immediately and provide the information above. We will ship you out the correct item. Nature Explore will also pay the return shipping costs for the item sent in error.

Qualified Returns after 30 Days

Returns past 30 days are subject to a 15% restocking fee and will only be accepted if the all of the below criteria is met. Refunds will be for the purchase price only (less 15%) and does not include original or return shipping charges. Please do not initiate any return without first contacting Customer Service at (888) 908-8733 or email us at service@natureexplore.org to receive a return authorization and return shipping instructions.

To be eligible for a refund/credit/exchange past 30 days, returned items must:

1. Be returned within 90 days of receipt
2. Be in new, unused condition and has been stored inside
3. Contain all original packaging and accessories
4. Be an item we currently offer