

Stokke® Warranty

What does my Stokke® Extended Warranty cover?

The Stokke® Extended Warranty is applicable when a manufacturing fault has arisen through the normal recommended use and maintenance of the said Stokke® product as per provided user guide and instruction manual.

Should you wish to learn more about the Stokke® Extended Warranty Terms and Conditions please visit the following site: <https://w.stokke.com/#/terms>

What is not covered under the Stokke® Extended Warranty?

The Stokke® Extended Warranty does not cover issues caused by normal use of the product – “wear and tear”, overloading of the product, minor variations in materials such as colour differences as well as extreme influence by external factors such as sunlight, temperature, humidity and environmental pollution.

Damage caused by accidents, transport, collisions or mishaps as well as theft are not covered by the Stokke® Extended Warranty. Should the product have been fitted with accessories that are not supplied by Stokke® as part of the product range and collection, any consequential damage caused thereof is not covered by the Stokke® Extended Warranty

How do I know if the issue I am experiencing is covered under the Stokke® Warranty?

Should you experience any difficulty or issue with your Stokke® product we kindly ask you to contact the original retailer where you purchased your Stokke® product.

Should this not be possible, we kindly ask you to contact Stokke® Customer Service [here](#) so that our team can advise you

accordingly.

We also advise you to have the full description of your query, a copy of the original proof of purchase, model, colour as well as the serial number ready in order for our Stokke® team or your Stokke® retailer to advise you in a timely and efficient manner.

What products are covered by the Stokke® Extended Warranty upon registration?

The following products are covered by the Stokke® Extended Warranty:

- Tripp Trapp® Wooden Material and Tripp Trapp® Newborn Set
- Stokke® Steps™ Chair and Steps™ Bouncer
- Stokke® Sleepi™, Sleepi™ Mini and Sleepi™ Junior Wooden Materials
- Stokke® Home™ Wooden Materials
- Stokke® Care™ Wooden Materials
- Stokke® Xplory® Chassis and Plastics
- Stokke® Crusi™ Chassis and Plastics
- Stokke® Trailz™ Chassis and Plastics
- Stokke® Scoot™ Chassis and Plastics
- Stokke® MyCarrier™