

Limited Warranty

Foundations warrants that all commercial non-folding wood crib hardware (the bolts, fasteners, frame, casters, steel tubular mattress support, and all metal components) will provide a lifetime of reliable use when the product is assembled, maintained, and used in accordance with our instructions. This lifetime warranty remains in effect throughout the useful life of the product.

Foundations warrants that the teething rail that accompanies the commercial non-folding wood crib will provide a 1 year warranty. All other non-hardware components of the commercial, non-folding wood cribs will provide five years of reliable use when the product is assembled, maintained, and used in accordance with our instructions. Warranty coverage terminates if you sell or otherwise transfer ownership of the crib.

The Professional Series mattress that accompanies the Serenity and Biltmore models of cribs have a one year warranty. The Duraloft mattress that accompanies the SafetyCraft model cribs has a six month warranty. Warranty coverage terminates if you sell or otherwise transfer ownership of the crib.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Foundations does not warrant any product that has been used for purposes other than its intended use, altered, misused, abused, or not properly maintained. Foundations does not warrant against scratches, dents, or other cosmetic damages that are caused by normal use or wear and tear. If the product has been damaged or altered immediately stop using the product and contact Foundations to determine if the product is safe for use. If the product is not safe for use, please destroy or discard the product so that it may not be used again.

If the product is defective in any way, please contact us at 877-716-2757. Contact Foundations ONLY with any and all warranty claims, and DO NOT contact the retailer, dealer, or distributor where the product was purchased. When you call, have available the model number, the date of manufacture that can be found on or under the crib's mattress support board, and the date of purchase. Please do not contact the distributor or retailer as they are not authorized to resolve the issue. If the product is defective Foundations, in its discretion, may replace, repair or give a full or partial credit towards new merchandise. Foundations may require the defective product to be returned prior to its replacement or a credit given. Only if Foundations determines that the product is defective, will Foundations refund the cost of shipping the product to Foundations. This warranty gives you specific legal rights and you may also have other rights which vary state to state.

The limited warranties described above are the only warranties offered in connection with these products. FOUNDATIONS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND SPECIFICALLY EXCLUDES IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND WARRANTY OF TITLE AGAINST INFRINGEMENT. FOUNDATIONS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.