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## Contact Nuna Consumer Concierge Services

- Monday - Friday, 8:00 a.m. to 5:00 p.m. EST
  - Call or text: **1.855.NUNA.USA** (855.686.2872)
  - Email: [info.usa@nunababy.com](mailto:info.usa@nunababy.com)
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## Register your product

Gear: [www.nunababy.com/usa/register-gear](http://www.nunababy.com/usa/register-gear)

Car seats: [www.nunababy.com/usa/register-car-seat](http://www.nunababy.com/usa/register-car-seat)

## Return Policy

- **Purchased at a Nuna Retail Partner in-store or online**
  - Consumers must adhere to retailer's return policy. Please contact the retailer for their return policy.
  - Any returns handled by retailer per retailer's return policy is the responsibility of the retailer. Nuna is not responsible for crediting returns on behalf of retailers.
  - Retailers can refer customers directly to Nuna customer service for:
    - Missing / broken parts
    - Assembly / instruction difficulty
- **Purchased at [nunababy.com](http://nunababy.com)**
  - Returns accepted within 60 days of purchase on new and unused merchandise in its original packaging along with a valid receipt.
  - Please contact Nuna Consumer Concierge Services at [info.usa@nunababy.com](mailto:info.usa@nunababy.com) to begin your return.

## Warranty Period

- **Gear:** 2-year warranty starting from day of purchase
- **Infant car seats, bassinets and accessories:** 1-year warranty starting from day of purchase

## Warranty Details

- **Manufacturer Defect**
  - Email a photo of the serial label and receipt. Include contact information. If such a defect is discovered during the warranty period, we will, at our own discretion, repair or replace your product.
- **Our warranty does not cover**
  - Normal wear and tear
  - Casualties and carelessness
  - Incorrect or inappropriate usage of gear
  - Personal opinion dissatisfaction

