

Ordering



Order Processing

You or your Rep can enter your orders quickly and easily through our secure retailer website at iplayretailers.com. Ordering online offers you our most efficient service by directly and immediately processing your orders. You can view real time inventory, capture your payment in full, download marketing assets and more after logging in. Please double check your order before submitting, as we are unable to make changes once the order is submitted due to our fast processing times.

Forms to email your order are available on the retailer website or contact Customer Care. To ensure accuracy, we can only accept orders through email that are submitted on i play. standard order forms. If you have any questions during the ordering process or at any time, we are here to help you by chat on the website, email customercare@iplaybaby.com or 800-876-1574. Our normal business hours are Monday through Friday 9 am to 5 pm EST.

Turn-around Time

We strive to process orders within 2-3 business days upon receipt. For rush orders with expedited shipping, contact customercare@iplaybaby.com.

Order Minimum

Opening orders require a \$250 product minimum with payment by credit card. Reorders must meet a \$100 minimum not including shipping costs or added discounts.

Item Quantities

We have reduced most of our item quantities to 1 per color per size so you can order as few or as many of each product as you like. Assorted items still have a minimum quantity per size. We hope this will provide you the opportunity to offer more variety to your customers in a cost-effective way.

Payment

We accept all major credit cards. To apply for credit terms, you can access our credit application through iplayretailers.com in the bottom page menu. Please fill out the form, ink sign and email to customercare@iplaybaby.com. When you place an order, make sure that your payment information is current for efficient order processing. For security purposes please provide updated payment information by phone. We will cancel any pending, unpaid, credit card orders or outstanding orders awaiting delinquent payments after 10 business days from order submission.

Delivery



Shipping & Handling

We use FedEx ground to ship your order unless otherwise noted. Shipping requests outside of FedEx ground need to be made clear when your order is submitted or during account set up. Please provide all routing guides, account numbers and contact information to ensure shipments leave in a timely manner. We are constantly working to improve our shipping costs and currently shipping costs are based on the items purchased and the final shipping destination zip code. If you have questions regarding our shipping process, please contact Customer Care.



Warranty Policy

i play. products are warranted against manufacturing defects in materials or workmanship for one year from the date of purchase. Failure to follow specific product care instructions are not considered a manufacturer's defect. i play., Inc. will pay the return shipping costs if the product is defective.

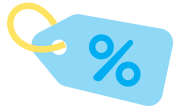
Order Discrepancies & Damages

We value your business and take care to deliver accurate shipments. Please review the contents of your order upon receipt and contact Customer Care at customercare@iplaybaby.com or 800-876-1574 within 10 business days if you find any discrepancies or damages.

Backorders

If a product is unable to ship to you due to out of stocks, we will place the item on backorder if that product will be returning to our inventory within 30 days. Backordered items ship to you with no shipping costs added. We cannot adjust items placed on backorder except for cancellations. Please alert Customer Care, if you do not wish to receive any backorders.

Selling



Online Retailers

If you sell online, please provide us with all URLs where you offer i play. products, including “fulfilled by” other e-commerce sites.

International Distribution

All business partners must sell within their authorized territories or countries established by i play., Inc.

MSRP and MAP

Our MSRP is listed in the catalog to protect our brand and to support you. The minimum advertised price (“MAP”) is 20% off of MSRP, including all internet listings. i play., Inc. may terminate any account who discounts below the MAP, for any reason other than authorized close outs, flash sales and/or promotional events approved in advance by i play., Inc.

Marketing Materials and Intellectual Property

i play., Inc. supplies marketing material to our active business partners to work together and support our brands. Business partners can only use advertising and promotional materials that are produced, supplied, or approved by i play., Inc.

All rights to Intellectual Property, including but not limited to, trademarks, copyrights, all content and images used in advertising and/or lifestyle campaigns, catalogs, brochures, sell sheets, emails, set-ups, website design, etc. are the exclusive property of i play., Inc. Contact Customer Care or your local sales rep for marketing materials.

Merchandising

All i play. merchandising displays must be used for i play. goods. If a business partner no longer carries i play. products, marketing and merchandising materials must be disposed of or returned to i play., Inc.



New Customer?

If you are new to i play. Inc., please visit iplayretailers.com and click on “Become a Retailer” to submit your store information. After your application is approved and processed, you will receive an email with further details on the next steps to accessing the retailer website and placing your orders.

If international, please email internationalsales@iplaybaby.com

How to Order

Online:
iplayretailers.com

Email:
orders@iplaybaby.com

Business Hours:
Monday – Friday
9 am to 5 pm EST

Questions?

Please contact Customer Care:
customer care@iplaybaby.com
orders@iplaybaby.com

Phone:
(800) 876-1574
+1 (828) 254-9236 (outside USA)
+1 (828) 258-9052 (fax)