



HAYDEN WONDER CO.

Terms of Service

Effective Date: April 24, 2026 | Last Updated: April 24, 2026

Please read these Terms of Service ("Terms") carefully before using haydenwonderco.com (the "Site") or purchasing any products from Hayden Wonder Company LLC ("Hayden Wonder Co.," "we," "us," or "our"). By accessing the Site or placing an order, you agree to be bound by these Terms. If you do not agree, please do not use our Site or purchase our products.

1. Acceptance of Terms

These Terms constitute a legally binding agreement between you and Hayden Wonder Company LLC, an Illinois limited liability company. These Terms apply to all visitors, users, and customers of the Site. We reserve the right to update these Terms at any time. Continued use of the Site after changes are posted constitutes your acceptance of the revised Terms.

2. Use of the Site

2.1 Eligibility

You must be at least 18 years of age to make a purchase on our Site. If you are between the ages of 13 and 17, you may only make a purchase with the permission of, and under the direct supervision, of a parent or legal guardian. Children under the age of 13 may not purchase from our Site. By placing an order, you represent and warrant that you meet the applicable age requirement above, or that a parent or legal guardian has provided permission and is supervising your purchase. Our products are intended for purchase by adults (parents, guardians, and gift buyers) for use by or with children.

2.2 Permitted Use

You may use our Site for lawful purposes only. You agree not to:

- Use the Site in any way that violates applicable federal, state, or local law
- Attempt to gain unauthorized access to any part of the Site or its related systems
- Transmit any spam, viruses, or other harmful code
- Reproduce, duplicate, copy, or exploit any portion of the Site without our express written permission
- Use the Site to collect or harvest personal information about other users

3. Products and Pricing

3.1 Product Descriptions

We make every effort to accurately describe our products, including colors, materials, and contents. However, we do not warrant that product descriptions or other content on the Site are error-free, complete, or current. Product images are for illustrative purposes; actual product appearance may vary slightly due to photography and screen display differences.

3.2 Pricing

All prices are listed in U.S. dollars. Prices are subject to change without notice. We reserve the right to correct pricing errors. If a pricing error is discovered after you have placed an order, we will contact you before processing the order and give you the option to proceed at the corrected price or cancel your order.

3.3 Product Availability

All products are subject to availability. We reserve the right to discontinue any product at any time. We will notify you as promptly as possible if an item in your order is unavailable.

4. Orders and Payment

4.1 Order Acceptance

Placing an order on our Site constitutes an offer to purchase. We reserve the right to refuse or cancel any order for any reason, including but not limited to product unavailability, errors in product or pricing information, or suspected fraudulent activity. You will be notified if your order is cancelled and any payment will be refunded to your original payment method within 5 to 10 business days. Please note that actual timing may vary depending on your card issuer or financial institution.

4.2 Payment Processing

Payments made directly on haydenwonderco.com are processed securely by Stripe. By providing your payment information, you authorize Stripe to charge your payment method for the total amount of your order, including applicable taxes and shipping costs. Hayden Wonder Co. does not store your payment card details. Your use of Stripe is also subject to Stripe's Terms of Service.

4.3 Sales Tax

Applicable sales tax will be calculated and added to your order total at checkout based on the shipping address and applicable state and local tax laws.

4.4 Etsy Purchases

If you purchase our products through our Etsy store, your purchase is also governed by Etsy's Terms of Use and Seller Policies. Hayden Wonder Co.'s refund and replacement policy (Section 6) applies to purchases through both our Site and Etsy store.

5. Shipping

5.1 Shipping Destinations

We currently ship to addresses within the United States only, including all 50 states. We do not ship to P.O. boxes or APO/FPO addresses at this time.

5.2 Shipping Times and Carriers

Estimated shipping times are provided for informational purposes only and are not guaranteed. Actual delivery times depend on the shipping carrier and your location. We are not responsible for shipping delays caused by the carrier, weather, or other circumstances outside our control. Please review our Shipping Policy at haydenwonderco.com/shipping-policy for full details on shipping methods and rates.

5.3 Risk of Loss

Title and risk of loss for products pass to you upon our delivery of the product to the shipping carrier. If your package is lost or not delivered, please contact us by email at support@haydenwonderco.com or through the live chat feature on our Site and we will work with you to investigate and, where appropriate, issue a replacement (see Section 6).

5.4 Incorrect Addresses

You are responsible for providing an accurate and complete shipping address. We are not responsible for orders shipped to incorrect addresses provided by the customer. If an order is returned to us due to an undeliverable address, we will contact you to arrange re-shipment, which may be subject to an additional shipping charge.

6. Refund and Replacement Policy

All sales are final. We do not accept returns or exchanges.

However, we will issue a free replacement in the following circumstances only:

- **Lost or undelivered orders:** If your order is confirmed lost or undelivered by the carrier and has not been delivered within a reasonable time frame after the estimated delivery date, contact us by email at support@haydenwonderco.com or through the live chat feature on our Site with your order number and we will arrange a replacement.
- **Material defect:** If a product arrives with a manufacturing defect or was shipped incorrectly due to our error (e.g., wrong item or defective materials), contact us within 14 days of delivery with your order number and a description (and where possible, photos) of the issue. We will ship a replacement at no additional cost.

Replacements are subject to product availability. We reserve the right to determine, at our sole discretion, whether a claim qualifies under this policy. Replacements are void if the product has been used, altered, or damaged after receipt by the customer.

To submit a replacement request, contact us by email at support@haydenwonderco.com or through the live chat feature on our Site.

7. Intellectual Property

All content on our Site (including but not limited to text, graphics, logos, images, product descriptions, and the Hayden Wonder Co. name and logo) is the exclusive property of Hayden Wonder Company LLC and is protected by

United States intellectual property laws. You may not reproduce, distribute, modify, or use any of our content without our prior written permission.

8. Disclaimer of Warranties

THE SITE AND ALL PRODUCTS AND SERVICES PROVIDED THROUGH THE SITE ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE SITE WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS.

9. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, HAYDEN WONDER COMPANY LLC AND ITS OWNERS, EMPLOYEES, AND AGENTS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO YOUR USE OF THE SITE OR PURCHASE OF OUR PRODUCTS, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR TOTAL LIABILITY TO YOU FOR ANY CLAIM ARISING FROM THESE TERMS OR YOUR PURCHASE SHALL NOT EXCEED THE AMOUNT YOU PAID FOR THE APPLICABLE ORDER.

10. Product Safety and Supervision

Our products are intended for use by children of the ages indicated on each product, under adult supervision. Parents and guardians are responsible for ensuring that children use our products safely and appropriately. Always follow the age recommendations and usage instructions provided with each product.

11. Governing Law and Dispute Resolution

These Terms are governed by and construed in accordance with the laws of the State of Illinois, without regard to its conflict of law provisions. Any dispute arising out of or relating to these Terms or your use of the Site shall first be addressed through good-faith negotiation. If a dispute cannot be resolved informally, it shall be submitted to binding arbitration in Cook County, Illinois, under the rules of the American Arbitration Association, except that either party may seek injunctive or other equitable relief in a court of competent jurisdiction.

12. Third-Party Links and Platforms

Our Site may link to third-party websites, including our Etsy store. We are not responsible for the content, policies, or practices of any third-party websites. Your use of third-party platforms is governed by their respective terms of service and privacy policies.

13. Customer Support Tools

Our Site uses a third-party platform to provide customer support. By initiating a chat on our Site, you acknowledge that your conversation may be handled in whole or in part by automated AI systems, and that conversation data may be processed by our third-party service provider in accordance with their terms of service and privacy policy. We encourage you to avoid submitting sensitive personal or financial information through the chat widget. For sensitive inquiries, please contact us directly at support@haydenwonderco.com.

14. Entire Agreement

These Terms, together with our Privacy Policy and Shipping Policy, constitute the entire agreement between you and Hayden Wonder Co. with respect to your use of the Site and purchase of our products, and supersede any prior agreements or understandings.

15. Contact Us

If you have any questions about these Terms, please contact us at:

Hayden Wonder Company LLC

Hayden Wonder Co.

Email: legal@haydenwonderco.com

Website: haydenwonderco.com