

# Warranty Policy: What does my warranty cover and how long does it last?

*SteelSeries*

*Please note: The below warranty terms apply to purchases made through SteelSeries.com only. All other purchases **may** need to be initiated with the original seller.*

Warranty only covers defects of products caused by manufacturing. It does not cover regular wear and tear, including but not limited to, breakage due to abuse, improper usage, water damage, or other causes attributable to events outside the manufacturing process.

## **Warranty terms**

During the Warranty Period, SteelSeries replace (at SteelSeries sole discretion) the product or any defective parts IF available (“Warranty Service”). If repair or replacement is not commercially practicable or cannot be carried out in a timely manner, SteelSeries may choose to offer store credit to you the purchase price paid for the affected product. Warranty terms does not give the right to any extension or a recommencement of the Warranty Period.

*Breakage due to abuse, cosmetic damage, dents, and chips, improper usage, water damage, tampering with the product or other causes attributable to events outside the manufacturing process.*

The warranty is *non-transferable*. It is only valid to the first party in the country of original purchase. If the product was purchased from a third-party SteelSeries reseller, please refer to the regional distributor for warranty services.

## **How to obtain Warranty Service**

For all warranty claims a [valid proof of purchase](#) is required. Warranty claims cover a like-for-like product\* from our web store.

**To obtain Warranty Service, please contact the authorized reseller from which you purchased the product or visit our Support pages for further information about Warranty Service. The product must be returned to the authorized reseller in its original packaging, if possible, or packaging affording an equal degree of protection.**

Products received from SteelSeries as part of a warranty claim, using an RMA code, will be warranted for 30 days or from the purchase date of the original product that was claimed for warranty (whichever is greater or if you are located in the EU).

**For limited edition, custom-ordered, or end-of-life products:** the warranty process will require approval from SteelSeries and may be subject to alternate resolutions.

Products acquired from giveaways, prize winnings, contests, etc. do not carry a warranty.

Products bought from resellers as "used" or "pre-owned" are considered void of warranty.

Products purchased from resellers listed as "refurbished" or "renewed" are considered void of warranty.

Using an RMA coupon code on [SteelSeries.com](https://steelseries.com) does not extend the warranty nor change the product for which the warranty is applicable. (EU regulations apply)

For more information, check out our [RMA process](#) FAQ. All products are covered by local warranty regulations.

*\*(Products will be replaced with the same model as the product in the original receipt, in cases where the same product is not available, alternative options will be provided)*

**Note:**

The Warranty gives you specific legal rights. You may have other rights that vary from location to location. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or implied warranties, so the above exclusions may not apply to you. The Warranty does not affect your legal statutory rights under your applicable national or local laws.

REPAIRS OR REPLACEMENTS AS PROVIDED UNDER THE WARRANTY ARE THE EXCLUSIVE REMEDY OF THE BUYER. STEELSERIES SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY FOR THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY LAW, THE WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PRACTICAL PURPOSE.

**1-Year Manufacturer Warranty:** Warranty only covers defects of products caused by manufacturing. It does not cover regular wear and tear, including but not limited to, breakage due to abuse, improper usage, water damage or other causes attributable to events outside the manufacturing process.

Warranty is only applicable to products sold and shipped by Amazon.com and supplied directly by SteelSeries, or sold by authorized resellers. For further inquiries, please contact the manufacturer for more details.

Additionally, our website provides self service troubleshooting tips and guides here: <https://support.steelseries.com/hc/en-us>