

Perixx Warranty Conditions

Perixx's warranty obligations are limited to the terms set forth below.

- If you have purchased the item with a third party dealer, please refer to the dealer's warranty conditions and contact the dealer in any case of warranty / damage request.
 - If the dealer is nowhere to be found, please contact Perixx support.
- The warranty only covers failures or malfunctions occurred in normal use conditions as well as for any material -or workmanship defect. The warranty does not apply to damage caused by accident, abuse, misuse or modification of the product.
- Perixx warrants its products against defects in materials and workmanship for a period of one (1) year from the date of original invoice

1.1 RMA request

1. If you find any defect in your Perixx product or you think it does not work properly, please first read the FAQ - **Defect article? - Checklist**, maybe the problem can be solved.
2. Please make sure your RMA request fulfills the Perixx warranty conditions (see above).
3. If the FAQ does not offer the right solution for the problem, you can submit your RMA request via the [RMA Online form](#):
 - FILL UP your purchase and personal data in the online RMA form. They are used exclusively for the processing of your RMA request.
 - PHOTO UPLOAD: Please upload a clear photo of the defective item, so the RMA department can see there is no external damage or modification.
 - QUICK PERIXX SUPPORT: After submitting the online form you will receive a RMA number for your case. Perixx support will offer you a solution within 5 working days. Usually Perixx offers a repair or replacement of the defective product.
 - Perixx reserves the right to contact the buyer in case of questions and can call back the product if needed by sending a return label.

1.2 Returns

Please do not send any defect items prior to contacting Perixx support and obtaining a Return Merchandise Authorization number (RMA) via the RMA Online form. Perixx will not refund the shipping cost in this case.

If Perixx support asks you to return a product for warranty service, please include your name, shipping address, telephone number and make sure that the package is clearly marked with your RMA number.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.