

Warranty Terms and Policies

Exclusive Warranty for Purchase on New Das Keyboard Mechanical Keyboards

Das Keyboard now offers a 3-year warranty for purchase on all new mechanical keyboards bought from www.daskeyboard.com. This warranty covers defects in workmanship and materials, not wear or accidental damage.

If Das Keyboard inspects your mechanical keyboard and finds that it was defective in materials or workmanship, it will be repaired or replaced at no cost (excluding shipping of the product to Das Keyboard). Das Keyboard will either repair or replace with the same or similar mechanical keyboard.

You may not qualify for warranty replacement or repair if your mechanical keyboard is affected by accidental damage, misuse, improper care or alteration, animal attack or the natural breakdown of materials that may occur after extended use of the product. This warranty also excludes claims for incidental or consequential loss.

This warranty does not apply to refurbished keyboards and must be paired with a new keyboard purchase. It's also only valid for U.S. customers at this time.

Lifetime Warranty

Das Keyboard offers a lifetime warranty on certain products. This covers defects in workmanship and materials. The warranty does not cover wear. If, after inspection, we find that the product was defective in materials or workmanship, we will repair or replace it at no cost (excluding shipping of the product to us). Das Keyboard reserves the right to repair or replace with the same or similar product.

You may not qualify for warranty replacement or repair if your bag is affected by accidental damage, misuse, improper care or alteration, animal attack or the natural breakdown of materials that may occur after extended use of the product. This warranty also excludes claims for incidental or consequential loss.

Repair, Return and Exchange Procedure

1. If you purchased from a retailer, please contact them directly.
2. If you purchased from us directly at www.daskeyboard.com or you are outside the warranty period of your retailer, send us a RMA request by opening a new helpdesk ticket [here](#).
3. If the issue cannot be solved via our helpdesk and you are within warranty, we will provide you with an RMA number for refund, repair or exchange. No returns are accepted without a RMA#.
4. We will not provide a refund until we receive the original product.
5. Exchanges can only be sent to a valid address in the US.

6. All customer labels, adhesives and markings on the return products **MUST** be removed and erased before being sent back for RMA. (Note: If the label adhesive covers any information on the product, or the labels cause any physical destruction to the product when removed, we will consider that as physical damage and not covered under the warranty.)
7. To ensure full credit back, please send the product in its original box including all original packaging.
8. RMA shipments received **MUST** have the RMA number clearly visible on the outside package and include a copy of the RMA correspondence or RMA Form.
9. Ship to: Address provided by the helpdesk technician at time of RMA.

Refund Policy

All products returned must be accompanied by a copy of your original order receipt, and the products must be clean, unworn, unwashed, undamaged, unused, unaltered and in their original saleable condition and packaging with the tags still attached.

Terms and Conditions

- Money-back guarantee only applies to products purchased from Das Keyboard and not through a reseller.
- All returned products need to be in their original condition and packaging.
- Customers are responsible for shipping charges to return the product to Das Keyboard.
- Product purchased through auctions, online auctions, etc. are not covered by manufacturer warranty.
- No credit will be given for non-warrantied merchandise or merchandise with physical damage.
- Please allow 3-4 days for all refunds to process after testing of product is complete.

Website: <http://www.daskeyboard.com/>