

Customer Support / Warranty Policy

Thank you for purchasing Tt eSPORTS product !

Tt eSPORTS is committed to providing the highest quality, most reliable products for our valued customer. Please read The Warranty Term for following series of products carefully, include Scope of Limited Warranty, Terms of Warranty and Non-warrantable Conditions, the content is important information related to your right. Once you start requesting Tt eSPORTS Warranty Service, means you have understood and agreed fully with the Warranty Term. Thank you

Warranty Periods	
For the information of Warranty periods for Tt eSPORTS devices, please check below	
Product	Warranty
Gaming Headset	2 years
Gaming Keyboard	2 years
Gaming Mouse	2 years
Gaming Mouse Pad	1 year
Gaming Accessory	1 year

1. Terms of Limited Warranty

- Tt eSPORTS will provide a repair or replace same grades with a defect-free product of the same grades. If the product is out of production, the defective product will be replace with same or similar grades which in event that any defect related to the materials or manufacturing of product is found within the limited warranty period.
- Tt eSPORTS will provide a free repair service within limited warranty period. The buyer shall pay for the materials and repair if out of the limited warranty period.
- The limited warranty period is running from the date of invoice or bill .If Buyer lose the invoice or bill , the warranty period will be running from the date of product delivery order by searching from product series.

2. Inapplicable Limited Warranty Conditions

- Any fault or damage caused by natural wear and tear, disasters, earthquake, thunder, unusual voltage or environmental factors is not warranted.
- Relabeling, forging or changing the product serial number, bar code, or if the bar code is illegible due to serious damage, it is not warranted.
- Any fault or damage caused by the removal, modification or changing of Tt eSPORTS original parts or components by the buyer or any manufacturer without authorization from the original manufacturer is not warranted.
- Any damage caused by improper use or failure to operate in accordance with the manual is not warranted.
- Accessories: paper carton, instructions and other accessories are not warranted.
- Removal of the outer shell of Tt eSPORTS product and/or the change of any parts, components or wires thereof without the authorization of Tt eSPORTS.
- Any adjustment or modification, for the purpose of improving the functionality and efficiency of the products specified in the manual, made to the product without prior written consent from Tt eSPORTS is not within the scope of this warranty.
- The service remains effective even when the serial number of the product is modified, altered or removed.
- Tt eSPORTS hereby denies any other services guarantee not specified in this warranty, either expressed or implied. Any implied guarantee for commercial or specific purposes outside the limitation of applicable law is not within the scope of this warranty.
- Other improper use is not warranted.

3. Statement

- 3.1 Tt eSPORTS product is not authorized to use as the life-maintain machine or its parts, or any others using which will cause personal damage or death by defect of product.
- 3.2 Tt eSPORTS is not liable for anyone's death or damage or any object's damage when product is using as, include but not limited, military equipment, traffic equipment and medical equipment .Please connect Tt eSPORTS with written notice for further search for adequately parts. This covenant is not to limit or eliminate the liability for personal death or damage caused by Tt eSPORTS' negligence.
- 3.3 Tt eSPORTS is only liable for limited warranty service of Tt eSPORTS product. Tt eSPORTS is not liable for other damage or loss of time, interest, commercial opportunity due to using defect product of Tt eSPORTS.

Thank you for purchasing Tt eSPORTS product again ! If you have any question about the Warranty, please feel free to contact us. Tt eSPORTS will spare no effort to provide the best service.