

# North America ONLY

## SteelSeries Limited Warranty Policy (New Retail or Dented Box Items)

SteelSeries warrants to the original purchaser that the product shall be free from defects in materials, workmanship, and the manufacturing process for one (1) year from the date of purchase. This policy does not cover any issues resulting from normal wear and tear, breakage due to abuse, improper usage, accidents, modification, unauthorized repair, or water damage.

All products are also covered by local warranty regulations. Please check with your local distributor, retailer, or government to verify warranty policies pertinent to you.

In order to create a claim for a Return Merchandise Authorization (RMA), the end user must have a valid proof of purchase, which includes:

- A copy of a sales receipt or e-mail confirmation with clearly visible purchase date, purchase price, and product identification – either directly from SteelSeries, or an authorized reseller of SteelSeries products.

The following do not apply as a valid proof of purchase: (i) a UPC or serial number from the box or product; (ii) an image of the product (proof of possession); or (iii) a credit card statement with a generic purchase from a retailer.

Upon SteelSeries' receipt of a defective product, the resolution options at SteelSeries sole discretion for the original purchaser include\*\*:

1. Replacement of the product with a refurbished equivalent of the original item or replace the defective parts only with new or refurbished parts or
2. Replacement of the product with an item that is of equivalent price, functionality, and is in the same product category as the original item

\*\* Replaced items will remain under warranty 30 days after the exchange, or until the end of the normal limited warranty period (whichever is longer).

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## SteelSeries Warranty Policy for Refurbished Items

SteelSeries covers all factory refurbished and tested items which are purchased directly from the SteelSeries webshop at <https://shop.steelseries.com> for 90 days from the date of purchase. Under this policy, SteelSeries warrants to the original purchaser that the product shall be free from defects in materials, workmanship, and the manufacturing process. This policy does not cover any issues resulting from normal wear and tear, breakage due to abuse, improper usage,

accidents, modification, unauthorized repair, or water damage. In most cases, refurbished units will be replaced with refurbished equivalent to the original item.

Refurbished items may be exchanged through the standard RMA process, as retailers will sell these as no-return items. Users will need a valid proof of purchase with a clearly visible purchase date and price.

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.