

All Arsenal Gaming/Arsenal Gear products come with a limited warranty and have been subjected to a thorough series of tests to ensure the highest level of dependability and compatibility. It is unlikely that you will experience any problem, but if a defect should become apparent during the use of this product, Arsenal Gaming warrants to the original consumer purchaser that this product will be free from defects in material and workmanship for a period of 1-5yrs from days from the date of your original purchase. If a defect covered by this warranty occurs, Arsenal Gaming, at its option, will repair or replace the product purchased at no charge. If a replacement is necessary and your product is no longer available, a comparable product may be substituted at the sole discretion of Arsenal Gaming.

This warranty does not cover normal wear and tear, abusive use or misuse, modification, tampering or by any other cause not related to either materials or workmanship. This warranty does not apply to products used for any industrial, professional or commercial purposes.

For service on any defective product under the 5 year warranty policy, please contact Customer Support @ support@arsenalgaming.com to obtain a Return Authorization Number.

Q: How do I obtain service for my defective product?

To obtain service for any defective product under the 5-year warranty policy, you must:

1. Call Arsenal Gaming Customer Support at 888-398-9080 (USA and Canada only) or by email at support@arsenalgaming.com
2. Before returning any damaged or defective items, make sure to obtain a Return Authorization Number from Arsenal Gaming. Customer Support. ***NOTE: Arsenal Gaming will not process any defective claims without a Return Authorization Number.***
3. Return the product to Arsenal Gaming with postage prepaid. Arsenal Gaming will not be held responsible for any damage or loss of the product during shipping. Arsenal Gaming will cover the cost to ship the repaired or replaced item back to you.
4. Enclose the following items along with your returned product:
 - Copy of your original sales receipt showing the date of purchase
 - Brief description of the issue
 - Contact information including physical mailing address, daytime/evening phone numbers and email address, if available
 - Your Return Authorization Number

All returns should be addressed to:

Arsenal Gaming Inc

16119 Cohasset St

Van Nuys, CA 91406

Attn: Customer Service

Please allow up to 1 to 6 weeks for processing.