

## Pro Gamersware Warranty & Return Policy

We want to ensure that you have a great customer experience. We offer a limited warranty on all our brands and products, subject to the following terms and conditions:

### Warranty Coverage

- **Duration:** All our products are covered by a limited warranty. The duration of the warranty depends on your region of purchase of our product.
- **Manufacturing Defects:** The warranty covers manufacturing defects in materials and workmanship during the applicable limited warranty period.
- **Exclusions:** The warranty does not cover damages caused by:
  - Misuse, abuse, neglect, electrical or mechanical overload or accidents.
  - Incorrect assembly, unauthorized modifications or repairs performed by anyone other than authorized repair personnel
  - Normal wear and tear from use.
  - Natural disasters, such as fire, flood, or earthquake.
  - Any other damage not attributable to manufacturing defects.

### Warranty Claim Process

1. **Contact the Reseller:** If you purchased your product from an authorized reseller, please contact them first. They will assist you with the warranty claim process.
2. **Contact our Support (If Needed):** If you have difficulty contacting the reseller or do not receive a timely response, our customer support team is available to help you directly. You can reach us via [support@gamersware.com](mailto:support@gamersware.com). We will guide you through the warranty claim process and help you resolve your issue.
3. **Provide Information:** Have your original proof of purchase, product serial number, and a detailed description including photos (if applicable) of the issue ready.
4. **Evaluation and Resolution:** We will evaluate your claim and provide instructions on how to proceed. This may include repair, replacement, or refund, as applicable and in accordance with your local laws.

### Return Policies

Return policies may vary depending on the reseller and region. Please refer to the reseller's return policy for detailed information on how to return a product.

### Additional Information

- **Local Laws:** The applicable limited warranty is governed by the laws and regulations of the country of purchase, which may grant you additional rights as a consumer.

**Thank you for choosing Pro Gamersware GmbH!**

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