



## WARRANTY

Extreme Simracing products are covered by a minimum 1-year warranty from the original purchase date. All items should be 'bench tested' before installation. Although all items are quality inspected before, shipping some items may be mishandled during shipping and cause failure – we pack well to minimize this risk. Extreme Simracing will under no circumstance cover costs associated with installation/any labor from an installer. Extreme Simracing covers the product warranty/postage costs (to and from the purchaser) only.

### **Return Authorization Form**

Following any repairs or replacement, you will be covered by a minimum 1-month warranty or the remainder of your new product warranty, whichever is greater. If you do find that a product purchased from Extreme Simracing becomes faulty within 12 months of your purchase, simply send the faulty part back for repair or replacement (at our discretion) along with a completed Return Authorization Form as supplied by Extreme Simracing.

Non-manufacturing faults (neglect, improper installation, misuse or incorrect service) and consumables are not covered by this warranty. If a non-manufacturing fault is found during Extreme Simracing inspection, Extreme Simracing will request from the purchaser the repair/inspection cost plus two-way postage before the product is returned. Note: The limited Extreme Simracing warranty is not transferable and all warranties should be handled through the original purchaser. Extreme Simracing reserves the right to refuse warranty in such cases.

### **Return Credits**

We will credit your original method of payment, excluding postage charges unless otherwise agreed to. The refund will be processed once your goods are received into our warehouse and checked. Goods must be 100% complete and in the same condition you received them in. Please note that it may take up to 4 working days for the refunds to show in your account.

### **Faulty Items**

Extreme Simracing does its best to ensure that all customers receive top quality and faultless products. Should you believe that a product is faulty or different from the description provided on the website, please contact Extreme Simracing Support Centre, and we will resolve the issue as quickly as possible. If you feel that your return falls outside of our policy, then please contact the Extreme Simracing Customer Support Center via [contact@extremesimracing.com](mailto:contact@extremesimracing.com). If you feel that photos or videos of the problem will help Extreme Simracing in the first instance, please ensure these are included in your first communication to [contact@extremesimracing.com](mailto:contact@extremesimracing.com)