

Microsoft PC Accessories - Rapoo – Thrustmaster Returns/ Warranty Procedure

Warranty Periods:

Microsoft

- 3-year warranty from date of purchase for Microsoft Keyboards, Mouse and Web Cameras. Excluding the following:
- Microsoft Headsets – 2-year warranty from date of purchase
- Bluetooth Mouse – 1-year warranty from date of purchase
- Modern Mobile Mouse - 1 year warranty from date of purchase
- Microsoft Wireless Display Adapter – 1-year warranty from date of purchase
- Xbox Accessories – Please refer to the Xbox Warranty Procedure

Rapoo

- 2-year warranty from date of purchase for the following Rapoo accessories: Keyboards, Mouse, Webcams and Headsets

Thrustmaster

- 1-year warranty from date of purchase of all Thrustmaster products

Retail Store Procedure – Faulty accessory within the prescribed warranty period from date of purchase:

- Customers can return the faulty item to the retail store it was purchased from.
- Faulty items need to have all the components that came with the purchase, including the original packaging and receipt.
- The retailer must replace the accessory in its entirety. If the customer is unable to provide the original packaging, then the replacement unit must be removed from the packaging and the faulty unit packed and sealed into the packaging of the replacement unit.
- No repairs are conducted on faulty items.
- No faulty items will be credited if the query is logged more than **4 weeks** after date of return.

To log a faulty unit, please email customercare@primainteractive.co.za and include the below information.

- 1.) Purchase receipt (Proof of Purchase)
- 2.) Exchange receipt
- 3.) Product description, item code and barcode
- 4.) Detailed fault description
- 5.) Store name
- 6.) Contact person and contact number
- 7.) Store address
- 8.) Copy of credit claim / return to supplier documentation as per the Retailers process.

Once all the above information is received the collection will be arranged within 7 – 10 working days and confirmation thereof will be communicated.

For additional queries please contact:

Prima Interactive Support Representative

Tel: 011 549 2320

Email: customercare@primainteractive.co.za