



ACTIVISION®



PRIMA SOFTWARE RETURNS POLICY

FOR THE FOLLOWING PUBLISHERS

**Take 2 (2K & Rockstar), Activision, Blizzard, Ubisoft,
Square Enix, CD Projekt Red, Bandai Namco**

This returns policy relates to the following items:

- 2K Software (PS5, PS4, PS3, Xbox One, Xbox Series X, Xbox360, PC, Nintendo Switch)
- Rockstar Software (PS5, PS4, PS3, Xbox One, Xbox Series X, Xbox360, PC, Nintendo Switch)
- Activision Software (PS5, PS4, Xbox One, Xbox Series X, PC, Nintendo Switch)
- Blizzard Software (PS5, PS4, Xbox One, Xbox Series X, PC, Nintendo Switch)
- Ubisoft Software (PS5, PS4, Xbox One, Xbox Series X, Nintendo Switch)
- Square Enix (PS5, PS4, Xbox One, Xbox Series X, PC, Nintendo Switch)
- CD Projekt Red (PS5, PS4, Xbox One, Xbox Series X, PC, Nintendo Switch)
- Bandai Namco (PS5, PS4, Xbox One, Xbox Series X|S, PC, Nintendo Switch)

If any of the above is faulty **WITHIN THE FIRST 14 DAYS** of purchase, return unit to the **retail outlet** it was purchased from, with all the **components attached and must include the original packaging and receipt**. The retailer must replace the complete software and/or accessory with the same product and return the faulty unit to **Prima Interactive** within **8 weeks** of the purchase date.

AFTER 14 DAYS, the store **MAY NOT** replace it, and the customer or store must please contact **Prima Interactive Customer Care**, details below, to obtain an **authorization reference** number **BEFORE** the item is exchanged or the customer is refunded.

Customer Care Details:

Randy / Penny – Prima Interactive Support Representatives

Tel: 011 549 2320

Email: customercare@primainteractive.co.za

Documents and information to accompany the email:

1. Customer receipt
2. Store Name
3. Contact Person
4. Contact Number

E&EO – Errors and omissions excepted.

5. Store Address
6. Explanation as to what is wrong with the item.
7. Copy of credit claim / return to supplier documentation

Customer Care will provide an authorization number and arrange collection of the unit.
If authorization is not obtained, credit will not be provided to the Retailer.

For additional queries please contact:

Randy / Penny – Prima Interactive Support Representatives

Tel: 011 549 2320

Email: customercare@primainteractive.co.za

For direct technical support:

Software Support

Visit game title publishers' online support website for troubleshooting,

2K

<https://support.2k.com/hc/en-us>

Rockstar

<https://support.rockstargames.com/>

Activision

<https://help.ea.com/za/>

Square Enix

<https://support.na.square-enix.com/>

Ubisoft

<https://www.ubisoft.com/en-gb/help>

CD Projekt Red

<https://support.cdprojektred.com/en/>

Bandai Namco

<https://support.bandainamcoent.com/hc/en-us>