



# STEAM DECK

## Returns / Warranty Procedure

### Warranty Periods:

- Steam Deck – 1 Year Warranty from date of purchase.

### Warranty Procedure – Faulty Device within the **FIRST FOURTEEN (14) DAYS** of purchase date:

- Customer can return the faulty item to the retail store it was purchased from.
- Faulty item needs to have all the components that came with the purchase, including the original packaging and receipt. **(Items that are not in the original packaging will not be credited).**
- The retailer must replace/refund the customer for the faulty device and return the faulty item to Prima Interactive within 8 weeks of the purchase date.

To arrange collection of the faulty units that were returned as **FAULTY within the FIRST 14 DAYS** at store level, please email [customercare@primainteractive.co.za](mailto:customercare@primainteractive.co.za), and include the below information:

- 1.) Purchase receipt (Proof of Purchase)
- 2.) Refund/Exchange receipt
- 3.) Product description, item code and barcode
- 4.) Detailed fault description
- 5.) Store name & address
- 6.) Contact person and contact number
- 7.) Copy of credit claim / return to supplier documentation.
- 8.) Please ensure serial number on the box matches the serial number on the Steam Deck device.

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

### Customer / Retail Warranty Procedure – Faulty Device **AFTER FOURTEEN (14) DAYS** of purchase date:

- **Stores may not swap out or replace the faulty device after 14 days. Customer / Retailer to contact [customercare@primainteractive.co.za](mailto:customercare@primainteractive.co.za) for assessment of the unit.**

Arrangements will be made by Prima Interactive to collect the unit. The unit will be assessed, and a response will be sent within 10 working days on receipt of the unit.

To arrange collection of the unit that were returned as **FAULTY within the FIRST 14 DAYS**, please email [customercare@primainteractive.co.za](mailto:customercare@primainteractive.co.za), and include the below information:

- 9.) Purchase receipt (Proof of Purchase)
  - 10.) Refund/Exchange receipt
  - 11.) Product description, item code and barcode
  - 12.) Detailed fault description
  - 13.) Store name & address
  - 14.) Contact person and contact number
  - 15.) Copy of credit claim / return to supplier documentation.
  - 16.) Please ensure serial number on the box matches the serial number on the device.
- Items that are not in the original packaging with all components will not be credited should the assessment indicate so.**

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