

Mad Catz Warranty Policy

Posted by Warranty Support on 15 August 2012 03:07 PM

Warranty Terms

When you purchase from Mad Catz, you purchase quality. We put our products through comprehensive tests to ensure the highest reliability and compatibility. If you should experience any difficulties, Mad Catz offers a replacement warranty on its products. All warranty service requires original receipt documentation. Please hold on to your sales receipt. Mad Catz warrants to the original consumer purchaser that this product is free from defects in either material or workmanship. If a defect covered by this warranty occurs, Mad Catz, at its option, will repair or replace the product at no charge. Mad Catz' products are tested to withstand normal wear and tear, but are not indestructible and can be damaged if misused. The Mad Catz warranty does not cover normal wear and tear or abusive use. This warranty does not apply to products used for any industrial, professional or commercial purpose. This warranty does not apply to products that have been damaged by abuse, misuse, modification or tampering or by any other cause not relating to either materials or workmanship. If a replacement is necessary and your product is no longer available, a comparable product may be substituted at Mad Catz' sole discretion. Products purchased from unauthorized dealers are not covered under warranty.

Warranty Length

The warranty length of Mad Catz products ranges from 90 days to two years, depending upon the product and the region in which it was purchased. For a detailed summary of your product's warranty length, please refer to the product's User Manual.

To obtain warranty service, you must:

- Contact Mad Catz Technical Support by phone at (800) 659-2287 or submit a ticket here <http://support.madcatz.com/Tickets/Submit>
- Obtain a Return Authorization Number from Mad Catz Technical Support
- Return the product to Mad Catz with the postage prepaid and insured. Mad Catz will not be responsible for any loss or damage during shipment. Mad Catz will pay the full return shipping
- Enclose a copy of the original sales receipt showing a purchase date and the place of purchase
- Enclose a full return address along with daytime and evening phone number

Be sure to package the product so that it will not become damaged in shipping. We recommend placing the original box inside another box packed with packaging material. Mad Catz, Inc. will not be responsible for any damage or loss to the product in shipment.

Please allow for 1 to 2 weeks for processing, after the product has been received. In the event of a problem, we will contact you at one of the phone numbers provided.

County / Region	Telephone Number	Opening Times
UK	01633 928072	Monday - Friday - 10am - 6pm
Deutschland	089-21094818	Montag - Freitag - 10am - 6pm
France	01828 80180	Lundi - Vendredi - 10am - 6pm
España	09318 16394	Lunes - Viernes - 10am - 6pm
Italia	39 0694806780	Lunedì - Venerdì - 10am - 6pm
Rest of Europe	+44 (0) 1633 883 110	Monday - Friday - 10am - 6pm

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.