

Warranty

What is covered by ARCTIC's warranty?

ARCTIC grants a limited warranty to all ARCTIC-branded products against defects in materials and workmanship under normal use to its direct customer. Our granted period of warranty exceeds mostly the local regulations. In regions where the warranty required by law is longer than our limited warranty, we will match this requirement.

What is not covered by ARCTIC's warranty?

ARCTIC is not responsible for damage or loss arising from the below instructions relating to the product's use. It does not apply:

- (a) to consumable parts, such as batteries, or protective coatings designed to diminish over time unless failure has occurred due to a defect in materials or workmanship;
- (b) to cosmetic damage, including scratches, dents, and broken plastic;
- (c) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external causes;
- (d) to damage caused by operating the product outside the permitted or intended scope (e.g. non CO products used continuously)
- (e) to a product or part that has been modified to alter functionality or capability outside the permitted
- (f) to defects caused by normal wear and tear or otherwise due to the normal aging of the product or
- (g) if any ARCTIC serial number has been removed or defaced
- (h) to components such as batteries which is limited to a warranty of a 6 months period
- (i) our warranty will cover only ARCTIC's product. Any damage to other products while in operation with ours will not be covered.

Important: Do not open or depart the hardware product. This action may cause damage that is not covered by this warranty.

What do I do if I need warranty service?

For ARCTIC direct buyers or ARCTIC official webshop customers, in order to obtain warranty service, you must contact [ARCTIC customer services](#) and submit your request before the warranty expires. A dated original purchased receipt is required to receive any warranty service from ARCTIC. Please enclose a clear description of the problem and your order number if available. You must deliver the product with freight prepaid in either its original package or packaging providing an equal product protection to what ARCTIC had provided.

If you purchased through **Amazon or eBay** from the ARCTIC official store, you must have all original sales receipts from your purchase to receive any warranty service at ARCTIC.

Alternatively, if you purchased through our dealer or local retails, then warranty grants to an ARCTIC-branded product is not depending on ARCTIC. ARCTIC does not offer a manufacturer warranty. Please consult your dealer or local retails for warranty service.

Who will pay for the freight charges to return a defective product?

ARCTIC and the customer will both bear the freight charges of delivering the defective product. The customer is responsible for the freight charges to send back the defective product to the

correct address provided by ARCTIC. Once the product has been repaired or replaced, ARCTIC will bear the freight charges and send the item/s back to the customer. ARCTIC has three different service centers (in the US, the EU and in Hong Kong) with choosing the right service center we will try to minimize the eventually appearing duty and value added tax, however ARCTIC cannot be responsible for any duty or VAT charges.

When, in any case the receiver address given by the customer is invalid upon delivery, the customer will be responsible for a redirect or a resend freight charges.

Where can I purchase spare parts of an ARCTIC product such as Cooler, PC Case...?

ARCTIC offers spare parts for most of our coolers and PC cases which can be purchase directly via our webshop. Alternatively, please consult your dealer or local retails for specific spare parts if necessary. US and Canada based customer, please check with reseller for more details.

Website: http://www.arctic.ac/us_en/

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.