

Most of the products have **3 YEARS** hardware warranty on limited parts.

Only selected products have **LIFETIME** hardware warranty on limited parts.

**TERMS & CONDITIONS APPLIED*

WARRANTY COVERAGE

Our warranty covers the following:

- Found incomplete or defect set of parts while assembly our gaming chair.
- Component defect including,
 - o Armrest
 - o Casters
 - o Hydraulics
 - o Backrest Recline
 - o Skeletal Steel Frame

NOT IN WARRANTY COVERAGE

Our warranty does not cover the following:

- Wear and tear of PU leather, aging of materials.
- Damage(s) to the gaming chair during assembly
- Damage(s) to the gaming chair after modification
- Artificial cause the gaming chair damage (contact with water, animal, environment factors & more)
- Natural Disaster that cause damage on the gaming chair

WARRANTY CLAIM

The warranty will be effective on the date of delivery from our side. All our products are not refundable or returnable. But we will be responsible to any products delivered are broke down or under any serious circumstances.

SSCUS reserves the right, at its discretion, to make the final decision on deciding the warranty is effective or not effective. If the warranty is effective, we will discuss internally on the proofs that sent to us and decide whether to send replacement parts or replace a new gaming chair.

Please submit your warranty claims by sending email to this email, support@sscus.com within 14 days of noticing the defect parts. And do provide us any relevant images or videos as proofs for us to look into it.



For replacement parts, we will bare all the cost (including shipping fees) to ship the replacement parts to you and provide you any replacement instructions if necessary. Same goes to one-to-one gaming chair replacement. Before we ship out the replacement parts, we need your help to pack up the broken parts to us for inspecting purposes and we will arrange courier service to pickup the broken parts.



Replacement parts will be warranted either same with your gaming chair or giving 30 days start from the date you received the replacement parts. For the one-to-one gaming chair replacement, will have the priviledge to enjoy 3 Years warranty as mentioned before.