



1

[Get to know Windows 11 devices](#)

Warranty

[About Us](#)[Blog](#)[Warranty](#)[Return Policy](#)[Financing](#)[Recycling & E-Waste](#)[Shipping Policy](#)[Terms & Conditions](#)[Privacy Policy](#)

Warranty Information

Skytech Gaming warrants that the PC will be free from defects in materials and workmanship for a period of one (1) year for labor and one (1) year for parts from the date of the original purchase. Skytech Gaming shall have sole discretion in determining whether a PC or any component is covered under the labor and/or parts warranty.

If the PC is determined by Skytech Gaming to be defective due to improper workmanship or materials, Skytech Gaming may, at its sole option, repair or replace the defective PC or component at no cost to the customer for parts and labor. The customer shall be responsible for any applicable shipping and handling charges unless otherwise specified by Skytech Gaming.

Skytech Gaming is not responsible for any software, applications, or data installed on the PC that were not originally supplied by Skytech Gaming. Skytech Gaming does not provide support for third-party software programs. Skytech Gaming shall not be liable for damage caused by user overclocking or modification of system components. Skytech Gaming may provide best-effort assistance for certain issues but reserves the right to refer customers to the appropriate third-party manufacturer or software provider when applicable.

This warranty does not cover software, hardware, external devices, accessories, or other components added to the system after shipment from Skytech Gaming, nor does it cover accessories or components not installed at the Skytech Gaming manufacturing facility. Monitors, keyboards, and mice included with the original system purchase are covered under this warranty. Any other monitors, keyboards, or mice not included with the original system are not covered.

Any component repaired or replaced under this warranty will be covered only for the remainder of the original warranty period of the product. Defective parts must be returned to Skytech Gaming if requested. Failure to return requested components may result in additional charges.

Skytech Gaming will not reimburse customers for any expenses incurred if the customer elects to have repairs or modifications performed by an unauthorized third-party repair service instead of utilizing Skytech Gaming's warranty service.

Skytech Gaming reserves the right to void this warranty if the PC is determined to have been used for cryptocurrency mining, commercial mining operations, or other abnormal workloads at Skytech Gaming's sole discretion.

Skytech Gaming is not responsible for, and this warranty does not cover, any unauthorized third-party components that replace original Skytech Gaming components or are installed in a Skytech Gaming system after purchase.

Any upgrade, replacement, modification, or exchange of internal components must be performed by Skytech Gaming or must receive prior authorization from the Skytech Gaming Customer Service Team. Skytech Gaming reserves the right to deny warranty coverage for any damage or malfunction resulting from unauthorized installation, modification, or use of non-Skytech Gaming approved components.

BitLocker Policy

If hardware components inside your PC are replaced, reset, or modified, Microsoft BitLocker may activate and require a recovery key in order to access Windows. Customers may be required to enter this recovery key when receiving a repaired or serviced PC from Skytech Gaming.

Customers are responsible for maintaining access to their BitLocker recovery key. Instructions for retrieving your recovery key from Microsoft can be found here:

<https://support.microsoft.com/en-us/windows/find-your-bitlocker-recovery-key-6b71ad27-0b89-ea08-f143-056f5ab347d6>

PURCHASES OUTSIDE OF THE CONTIGUOUS US

For products purchased in Alaska, Hawaii, US Territories, and Military Bases (APO, FPO, DPO), Skytech Gaming will not be responsible for any customs, taxes or duties. The Buyer is responsible for any shipping, customs, taxes, duties, necessary for warranty services.

PURCHASES OUTSIDE OF THE US

For products purchased outside of the US, you will need to contact the retailer or distributor from whom you purchased the product for any returns within the 30-day from purchase period. If you are outside of the return period, please contact Skytech Gaming Customer Support with your proof of purchase and a description of the problem for assistance. Skytech Gaming will not issue a Return Merchandise Authorization ("RMA") for the PC or its individual components if you are located outside of the US without prior approval. Skytech Gaming will not be responsible for any customs, taxes or duties. The Buyer is responsible for any customs, taxes, duties or other fees collected.

Buy Now Pay Later with

TRUSTED REVIEWS

Trustpilot

SHOP

COMMUNITY

SUPPORT

COMPANY



1(888) 370-8882

support@skytechgaming.com

Mon-Fri 9:00am-5:00pm Pacific Time



VISA



AMERICAN EXPRESS



©2026 Skytech Gaming. 1600 S. Proforma Ave, Ontario, CA, USA, 91761