

HORI WARRANTY POLICY

HORI Product Limited Warranty HORI warrants to the original purchaser that the product purchased new in its original packaging shall be free of any defects in material and workmanship for a period of 90 days* from the original date of purchase.

Warranty Support

Under this warranty, if a defect should occur, HORI, at its option, will repair or replace the product at no charge (Shipping charges may apply). To obtain warranty service, you must first contact us at infous@hori.jp with your original receipt or other proof of purchase. Once we approve your warranty support request, we will provide you with a Warranty Application form that you will need to fill out. All returns must be shipped pre-paid via a traceable shipping method with a tracking number (UPS, FedEx, DHL, USPS, etc.). Customer must pay for return shipping to HORI USA for any warranty support to be considered. The shipment must include the defective product, proof of purchase (copy of receipt or credit card receipt), a brief letter describing the defect or issue with the product, your return mailing address (no P.O. Boxes) and contact telephone number.

HORI shall not be responsible for any loss or damage to the product during shipment.

Exception of Warranty Support for Gaming Parts (i.e. Hayabusa Joystick Unit, Kuro Button)

- 1) Exchanges will be accepted for DOA (dead on arrival) cases only. (No Refunds)
- 2) Requests for such defective item must be made within 14 days of receiving the merchandise. Any requests or inquiries received past this period will not be considered. (No exceptions).
- 3) Customer is responsible for the shipping costs of the returned items.
- 4) All returns must be shipped pre-paid via a traceable shipping method with a tracking number (UPS, FedEx, DHL, USPS, etc.)
- 5) HORI shall not be responsible for any loss or damage to the product during shipment.
- 6) Exchanges will be for the "parts" only. HORI shall not be responsible for accidents or damage to the arcade stick controller unit or other equipment as a result of switching out the parts.

Warranty Limitation

This warranty does not apply to normal wear and tear over an extended period of time or when the product has been damaged due to external causes including abuse, accident, usage not in accordance

with product instructions, misuse, negligence, improper installation, or if it is modified or tampered with,

or by any other causes not related to materials or workmanship. Products purchased from unauthorized dealers, including second hand purchasing online or through any resellers, shall not be covered under this warranty.

ANY APPLICABLE IMPLIED WARRANTIES AND/OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION TO THE WARRANTY PERIOD AS DESCRIBED ABOVE (90 days*). IN NO EVENT SHALL HORI BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THE BREACH OF ANY IMPLIED OR EXPRESS WARRANTIES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR EXCLUSION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

This warranty is valid only in the Continental (lower 48 states) United States.

Discontinued Products

For any HORI products that have been discontinued, the above warranty does not apply. However, with a fee, some products or cases may be resolved.

Defects Beyond the Warranty Period

For defects to any HORI products that occur beyond the warranty period (90 days*), with a fee, HORI, at its option, will repair or replace the product