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Warranty

Warranty Information

Skytech Gaming guarantees that the PC will be free of any defect in material or workmanship for a period of one year for labor and one year for parts from the date of the original purchase. Skytech Gaming has the sole discretion in determining whether a PC is covered under the warranty for labor and/or warranty for parts. Should the PC prove defective by reason of improper workmanship or material as reasonably determined by Skytech Gaming, Skytech Gaming agrees, at its option, to either repair or replace the PC free of charge, excluding any shipping or handling charges. Skytech Gaming is not responsible for any software or data installed on the PC that was not originally supplied by Skytech Gaming. Skytech Gaming is not responsible for the support of third party programs. Skytech Gaming will offer best effort support, but will reserve the right to refer to the appropriate third party support where appropriate. This warranty does not cover software, external devices, accessories or other parts added to a system after the system is shipped from Skytech Gaming, or accessories or parts that are not installed in the Skytech Gaming factory. Monitors, keyboards, and mice that are included with the PC are covered under this warranty; all other monitors, keyboards, and mice are not covered. Any part that is repaired or replaced under this warranty will, itself, be warranted only for the remainder of the warranty period of the original product being repaired or replaced.

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.

Return & Refund Policy

No return of merchandise will be accepted without first securing a Return Merchandise Authorization ("RMA") number provided by Skytech Gaming. Buyer must submit evidence of purchase date, Order ID or Invoice Number, reason for return, exchange, or refund, and RMA number. At its sole discretion, Skytech Gaming may accept or deny Buyer's claim for return, exchange, or damages. If accepted and if the goods have not been used and are in a resalable condition, Skytech gaming shall provide a refund within 30 days on new PCs; returns may be subject to a 15% restocking fee if found in used condition. No refund, credit, or exchange is allowed after 30 days from the date of the invoice on all PCs. All PCs returned must have the RMA number prominently displayed on the shipping label. All products returned must be securely packed and delivered to Skytech Gaming in an undamaged condition. Skytech Gaming may refuse or reject returned merchandise for failure to follow the conditions set forth herein.

(888) 370-8882
M-F 9am-6pm California Time

support@skytechgaming.com
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