

CONDITION

Your case must be returned undamaged and in its original factory condition. If your case has been modified, RMA processing may be delayed and you may be assessed a service fee to restore the case to factory condition as indicated under our Limited Warranty terms and RMA Process terms.

PHYSICALLY DAMAGED CASES ARE NOT COVERED BY WARRANTY

PACKING AND SHIPPING YOUR RETURN

Use the original packaging when possible (*original packaging will not be returned*).

- If not using the original packaging, ensure that your case is securely packed so that movement is limited within the shipping box.
- Pack your laptop with at least 2" of packing material on all six sides to best reduce risk of damage caused during transit.
- Recommended packing materials include: Packing foam, bubble wrap, foam packing "peanuts", airpacks.

EXAMPLES OF INADEQUATE PACKING (DO NOT DO THE FOLLOWING)



Do not send your case without securely packing to prevent movement during transit.



Do not send your case without at least 2" of packing material on all 6 sides.



Do not send your case without a protective shipping box.

DO NOT SEND YOUR CASE IN WITHOUT A PROTECTIVE SHIPPING BOX. CASES SHIPPED WITHOUT A BOX OR USING ANY TYPE OF SOFT PACKAGING MATERIAL WILL BE AUTOMATICALLY REJECTED.

Keep all accessories **as you will only be receiving a case in return.**

This includes, *but is not limited to:*

- Cables, Risers, Brackets, Screws, Posters, Stickers, Manuals, CDs, Games, T-shirts, Case Badges.

Please print and attach page 1 of this PDF to the outside of your box in order to ensure timely processing and prevent any delays.

Include the shipping address as well as your return address, along with your RMA Number on the outside of the shipping box where it clearly can be read.

Send your case to:

RMA#
EVGA GmbH - RMA Abteilung
Am Haag 8
82166 Gräfelfing / Germany

EVGA recommends shipping via UPS or FedEx. You are highly encouraged, but not required, to purchase insurance on your package with the courier of your choice in case your package is damaged or lost in transit. EVGA recommends you obtain delivery confirmation and a tracking number for your shipment so you have proof of delivery.

You are responsible for shipping costs to EVGA, including any duties, fees, taxes or customs charges incurred. Retain your tracking information for future reference until your RMA has been completed.

EVGA does not offer DROP-OFF or WILL CALL services for any RMA.

REPLACEMENT PROCESSING AND SHIPPING

EVGA will process and ship your replacement within 3 business days (exclusive of time in transit) of receiving your original case at the shipping address provided on your EVGA account (Standard RMA) or upon submission of your collateral payment (Cross Ship RMA) on the EVGA website.

EVGA does not ship to PO Boxes, hotels, or forwarding addresses.

As soon as the goods have left our warehouse, you will receive a tracking number in your account.

If your warranty replacement is unable to be delivered, you will be responsible for any re-direct or re-ship fees. EVGA is not responsible for packages delivered to an outdated address. If the warranty replacement is returned for non-delivery, you will be responsible to pay for additional shipping charges for reshipment.

EVGA is not responsible for any damages or loss that may occur during shipment to the EVGA warehouse.

In the event that you are located outside the United States and its territories, Canada, or Mexico, but are seeking warranty services for products purchased in the United States, you are responsible and agree to pay for return freight, duties and handling charges associated with shipping the defective and replacement products. Additionally, if EVGA denies warranty services based on its policy and guidelines, you agree to pay for the cost for EVGA to return such products to you, and EVGA reserves the right to dispose of such products in its reasonable discretion.

You can check the status of your RMA at any time at our [Open RMA Support Page](#). If you have any questions, or require assistance, please contact our Customer Service Department by email or by toll-free phone at: +49 89 189 049 - 0 / +44 1788 247298 and EMail: supporteu@evga.com