

RAM Game Room Standard Policies

Product Warranties

All RAM Game Room branded merchandise comes with a one-year warranty against any manufacturer's defects. RAM reserves the right to request suitable images of any warranty claim prior to the warranty being honored.

For all non-RAM branded merchandise, RAM will honor the warranty policy that the manufacturer has in place. If you are unclear of a particular manufacturer's warranty that RAM distributes products for, please request this from our customer service team or directly from the manufacturer.



Product Returns

Buyer's remorse: If a product has been ordered and the product arrives in excellent working condition, and are only requesting the return as a result of personal preference, then we have two different options:

Option #1: We will send calls tags and make arrangements for the products to be picked up. Once the items are returned to our warehouse and are in good working order, in their original packaging, we can issue a credit for the item, less 25% re-stocking fee & the costs of shipping the item back to us.

Option #2: The customer can make the necessary arrangements to have the products shipped back to our warehouse. Once the items are returned to our warehouse and are in good working order, in their original packaging, we can issue a credit for the item, less 25% re-stocking.

Product Damages

Unfortunately, from time-to-time damages occur in the shipping process that is out of our control. Anytime damages occur during shipping please try and notify our customer service team within 48hrs so we can handle the issue as quickly as possible.

Courier Shipment Damage: Note that you have 21 days from the delivery of the package(s) to notify us about any damages to the product(s). Should you notify us later than this 21-day period, your claim for a replacement will be denied. If an instance of damage has occurred, please keep the package(s) in its entirety until we advise that it is ok to dispose of. We will also require images of the damaged product.

LTL (Pallet) Shipment Damage: Note that you have 3 days from the delivery of this pallet(s) to notify us about any concealed damages to the product(s). Should you notify us later than this 5-day period, your claim for a replacement will be denied. All LTL shipments should be signed with the note "Subject to Inspection." If an instance of visible damage has occurred, either refuse the shipment, or note the damage on the delivery receipt, and keep the pallet(s) in its entirety until we advise that it is ok to dispose of.