

Effective as of January 3rd, 2022

REPLACE A DAMAGED PRODUCT

OFM, LLC ("RESPAWN") tries to ensure that you receive gaming product you ordered, but mistakes do happen. If you receive damaged or defective product, please follow the steps, below.

1. Go to our [Support](https://respawnproducts.com/pages/faq) page. (<https://respawnproducts.com/pages/faq>)
2. Select Refunds & Returns.
3. Upload the following in support of your damaged product claim:
 - a. A clear photo of the damage of defective part.
 - b. A clear photo of the full item with your name written on a sheet of paper visible in the photo.
 - c. A photo of the bottom of the seat showing the model number, lot number, and manufacturing date.

Claims for damaged product must be made within five (5) days of receipt of the product. RESPAWN will review your damaged product claim and respond accepting or rejecting your claim within thirty (30) days. All RESPAWN replacements and repairs will be completed at our sole discretion.

For defects caused by faulty parts, RESPAWN may ship you replacement parts with assembly instructions, free of charge. Replacement parts are under warranty until the end of your initial warranty period or 30 days from the date you received the replacement parts, whichever is later. We may require you to ship back to us any faulty parts. If so, we will cover all shipping costs associated with the collection of these parts.

If your product is no longer in stock or has been discontinued, your product may be replaced with a comparable or improved model.

RECEIVE A REFUND

At RESPAWN, we always have your back. Thanks to our 30-day risk-free trial period, if you are unsatisfied with your purchase, for any reason, you can return your item for a full refund of the purchase price minus a \$55 flat rate return shipping charge. We will arrange to have FedEx pick up your item, making this process as easy as possible for you.

- The return process (see below) must be fully completed within 30 days of purchase on the RESPAWN website.
- Opened returns will be accepted; however, the item must be disassembled and placed in the original packaging to process the return.
- A pre-paid return label will be provided and paid for by RESPAWN.
- You will receive a Return Authorization (RA) number during the return process. Merchandise returned without the RA will be refused by RESPAWN.
- You will be refunded the cost of your product minus the \$55 flat rate return shipping charge.

To process a refund, please take the following steps:

1. Go to our [Support](https://respawnproducts.com/pages/faq) page. (<https://respawnproducts.com/pages/faq>)
2. Select Refunds & Returns.
3. We will process your request within 1-3 business days after submission.
4. Our first email response will further outline the return policy and ask for your confirmation to continue processing the return.
5. Our second email response will be sent once the return is confirmed by the customer, it will contain the FedEx pick up request date and time range in addition to the Return Authorization (RA) label.
 - a. Call tags will be provided by FedEx to place on your box.
 - b. Attached to the email will be your RA label, print and attach this to the box separately. Without this label, we cannot process a refund.
6. Your refund will typically be issued within five to seven business days upon receipt and verification of your return. However, please allow for up to 30 days for your refund to go back to the original form of payment.

MAKE A WARRANTY CLAIM

RESPAWN does provide a limited warranty for "RESPAWN" branded products which may be found here: [\[link to warranty\]](#). Instructions for submitting a warranty claim are included.

TO THE EXTENT ALLOWED BY LAW, RESPAWN MAKES NO OTHER WARRANTY, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR ANY OF THE PRODUCTS LISTED HEREIN. RESPAWN SPECIFICALLY DISCLAIMS AND WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

QUESTIONS?

For any and all additional questions, please feel free to reach out to our dedicated customer experience team at support@respawnproducts.com.