

NZXT Warranty Policy

I. Warranty Length

NZXT computer cases, temperature meters, fans, and cables carry a 2 year warranty from the date of purchase for parts and labor. NZXT HALE90 power supply units receive a 5 year warranty. Kraken X61/41/31 coolers carry an extended 6 year warranty. Any replacement product will be warranted for the remainder of the warranty period or thirty days, whichever is longer. Proof of purchase is required for warranty service.

II. Who Is Protected

The Warranty covers only NZXT products purchased by the original consumer.

III. What Is And Is Not Covered

Please note that our warranty is not an unconditional guarantee. If the product, in NZXT's opinion, malfunctions within the warranty period, NZXT will at its discretion repair or replace the product that is equal or greater in value depending on supply. The warranty does not cover any NZXT product that was damaged due to accident, misuse, abuse, improper installation, usage not in accordance with product specifications and instructions, natural or personal disaster, or unauthorized alterations, repairs or modifications. Our warranty does not cover the following: Any product or serial number/warranty sticker modification applied without permission from NZXT. Any damage that is not a manufacturing defect. Damage, deterioration or malfunction resulting from accident, abuse, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification or failure to follow instructions included with the product. Repair or attempted repair by anyone not authorized by NZXT. Shipping or transport damage (claims must be made with the carrier) Normal wear and tear. NZXT does not warrant that this product will meet your requirements. It is your responsibility to determine the suitability of this product for your purpose. For NZXT Armory orders, we cover two way return shipping for all exchanges and returns. For all other authorized dealers, NZXT Support does not cover return shipping and only covers one way shipping from NZXT back to the end user for exchanges. Two way expedited shipping is provided for all PSUs covered under the Less Than Three program, indiscriminate of purchase location, permitted the location is an approved NZXT reseller.

IV. Exclusion Of Damages (Disclaimer)

NZXT's sole obligation and liability under this warranty is limited to the repair or replacement of a defective product at our option. NZXT shall not, in any event, be liable for any incidental or consequential damage, including but not limited to damages resulting from interruption of service and loss of data, business, or for liability in tort relating to this product or resulting from its use or possession. V. Limitations Of Implied Warranties There are no other warranties, expressed or implied, including but not limited to those of merchantability or fitness for a particular purpose. The duration of implied warranties is limited to the warranty length specified in Paragraph I.

VI. Local Law And Your Warranty

This warranty gives you specific legal rights. You may also have other rights granted under local law. These rights may vary.

VII. To Obtain Technical Support.

If you have already referenced your product owner's manual and still need help, you may contact us by phone at (800) 228-9395 or please visit support.nzxt.com

VIII. For Warranty Service.

In the event that warranty repair or replacement is necessary, NZXT will request and you must provide proof of purchase (store receipt or invoice) in order to receive warranty service. In North America: Within the first 60 days after purchase, please return your product (or for power supplies installed within our enclosures, just the failed power supply) to your dealer or reseller for a replacement. If the product is still within warranty and you can no longer return it to your dealer, please contact NZXT Customer Support (see above) for assistance and instructions. NZXT will not accept returns without prior approval and an RMA number. In Europe: Within the first year after purchase, please return your product (or for power supplies installed within our enclosures, just the failed power supply) to your dealer or reseller for a replacement. If the product is still within warranty and you can no longer return it to your dealer, please contact NZXT Customer Support (see above) for assistance and instructions. NZXT will not accept returns without prior approval. Outside North America and Europe: If your product needs to be returned within the warranty period, please do so through the retailer or distributor from whom you purchased the product.

Request Warranty Service

To receive warranty service on your product, you must submit a request at support.nzxt.com to address the problem. If a technician deems the product defective or requiring testing, you will be required to provide a copy of your proof of purchase to submit an RMA request. Once approved, you'll receive an RMA number, upon which you will be asked to ship the defective item back to NZXT with the RMA number marked or labeled on the package. NZXT recommends that appropriate measures are taken to safeguard the product from damage during shipping.

Armory Store Returns/Exchange Policy

Eligible products qualify for a full refund or exchange only with an authorized RMA number and the item is returned to the Armory store inventory within 30 days of purchase. Returns are not allowed beyond 30 days of the purchase date. The Armory Store reserves the right to deny any return or exchange. Refunds will be credited to the original method of payment. To initiate a return, simply submit a request at support.nzxt.com

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.