

Limited Warranty Terms

Pinball Brothers (PB) pinball machines are handmade making each machine unique. Even though the process is carefully executed, slight variations between games will occur due to tolerances of parts and/or assembly. Every game is inspected to make sure it meets stringent standards from both quality and playability. Over time, your machine can show signs of wear, which is normal.

Coverage

Pinball Brothers ('SELLER') warrants only to the initial purchaser of its products that the items listed below are free from defects in material and workmanship under normal use and service for the warranty period specified.

- Printed Circuit Boards 6 months
- LCD Display 12 months

No other parts of seller's product are warranted.

This warranty does not apply to any parts damaged during shipment and/or due to improper handling, or due to improper installation or usage, or alteration/modification.

In no event shall the seller be liable for any anticipated profits, loss of profits, loss of use, accidental or consequential damages, or any other losses incurred by the customer in connection with the purchase of a PB product.

Conditions

Warranty periods are effective from the initial date of shipment from seller to its authorized distributors. Warranties are non-transferrable from the initial purchaser.

For the warranties to be activated the machine needs to be registered for warranty *within 15 days of purchase*. Registration is carried out by submitting a ticket at the PB support system, stating the serial number of the machine and writing 'Warranty Registration' as message. The ticket system can be found at our web page: www.pinballbrothers.com

Replacement Parts

Contact your selling distributor for replacement parts or submit a ticket in the PB support system. In both cases you will be notified if your request qualifies for warranty, in which case you will be assigned an RMA (Return Manufacturer Authorization) number.

You pay for the MSRP of the product, and it gets sent to you. Once you receive the replacement, you can send back the original faulty unit using the same box the replacement unit came in. Once we receive the original faulty unit, we process a refund for the payment made at the beginning of this process.

Statutory Warranties

This Limited Warranty is distinct from any statutory rights under any mandatory consumer protection laws of your state or country applicable to you. It is intended to grant you specific rights and does not limit the rights you may have under applicable statutory product warranty provisions. You may have other rights based on local laws during or after the Warranty Period. These rights are not excluded by this Limited Warranty.

To understand what statutory warranties that might apply for you, please contact your domestic/local distributor who is responsible for those in your area.

Warranty Disclaimer

Except as specifically provided in a written contract between seller and purchaser, there are no other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose.

Company Contact

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