

WARRANTY

For a period of 90 days from the date of purchase of a brand new "Product" from a retailer, website or other dealer, BLAZE IP LTD of the UK confirms to the purchaser that this product is free of defects in materials and workmanship from the time of the purchase. This is unless one of the restrictions listed below is in place:

The Products are bought second hand (these are excluded from the warranty).

The Products were used commercially (these are excluded from the warranty).

The Product is not purchased in its new and original packaging (these are excluded from the warranty)

The Product is a none official or imported version of the Product, originally intended for other markets or territories (these are excluded from the warranty)

The Product is not sent back in its original packaging (these are excluded from the warranty)

This warranty does not apply if any faults are caused by negligent handling of the product by the purchaser and/or third party. This warranty does also not apply if the product is used improperly or used together with products that were not produced or licensed by BLAZE IP Ltd (including unlicensed additional games or downloads), modified use or use other than in accordance with the operating instructions issued by BLAZE IP Ltd. Also, the warranty does not apply if the fault was produced by damage to the product after purchase or the defect was created in any other manner without being the result of faults in the materials used or the program itself.

BLAZE IP Ltd will decide to choose to either repair or replace the product. If a repair is not economical BLAZE IP may choose to replace the defective product at no charge to the buyer. BLAZE IP Ltd will not accept any other claims, whatsoever, in respect of this warranty. In particular, BLAZE IP LTD, would like to point out that claims for damages are not valid under the warranty. To take advantage of the warranty the buyer must (a) notify BLAZE IP LTD of the fault within 90 days of the purchase date (b) send the product together with proof of a notification of the fault, within 7 days of the notification to BLAZE IP LTD, with proof of purchase (till or other receipt, so please keep your till receipt safe). BLAZE IP LTD, will then notify the consumer, with any transportation costs that may be required to return the product. All transportation charges will be charged to the consumer at cost.

It is explicitly stated that this warranty shall be honoured in addition to any statutory warranty obligation to the purchaser, as the consumer, on the part of the retailer, from whom the product was purchased. These statutory claims shall in no way be restricted by the warranty hereby provided by BLAZE IP LTD

The warranty is not applicable to products purchased outside the United Kingdom).

To activate your warranty, you must:

Register your BLAZE IP LTD product on the web at: <http://www.neogeox.com>

To obtain warranty service, you must email BLAZE IP LTD at: service@neogeox.com

Obtain a Return Authorization Number from BLAZE IP LTD Technical Support

Return the product to the address advised by BLAZE IP LTD, with the postage prepaid and insured. BLAZE IP will not be responsible for any loss or damage during shipment. BLAZE IP will pay the full return shipping, unless the product is not faulty. If the product is not faulty, the Product will be returned to the owner at their cost or collected by the owner.

Enclose a copy of the original sales receipt showing a purchase date

Enclose a full return address along with email address and daytime and evening phone numbers (plus mobile number if you have one)

Be sure to package the product so that it will not become damaged in shipping. We recommend shipping by placing the original box inside another box packed with packaging material. BLAZE IP LTD will not be responsible for any damage or loss to the product in shipment. Warranty is invalid if Product is not sent in original packaging.

Please allow for 4 to 12 weeks for processing. BLAZE IP LTD may have to send the Product to the place of manufacture for repair or replacement.

In the event of a problem, we will contact you at one of the phone numbers or email addresses provided.

Once approved, all returns should be sent to:

Blaze IP Ltd
Directions Building
Fourth Avenue,
Robin Hood Airport
Doncaster
DN9 3GE
UK

PLEASE NOTE THE LIMIT TO THE MANUFACTURER'S WARRANTY IS 90 DAYS FROM THE DATE OF PURCHASE. THIS IS WHY YOU ARE REQUIRED TO KEEP YOUR PROOF OF PURCHASE. AND REGISTER THE PURCHASE ON THE WEBSITE. NO PROOF OF PURCHASE AND/OR NO ORIGINAL PACKAGING WILL RESULT IN BLAZE IP LTD NOT BEING ABLE TO HANDLE THE RETURN.

BLAZE IP LTD WILL ONLY REPAIR/REPLACE GENUINELY FAULTY GOODS.

PLEASE KEEP YOUR PROOF OF PURCHASE AND ORIGINAL PACKAGING IN A SAFE PLACE. WE NEED THE ORIGINAL PACKAGING TO VERIFY THE GOODS WERE LEGITIMATELY IMPORTED INTO THE EU.