

WARRANTY

For a period of 90 days from the date of purchase of the product in the new and original packaging by the consumer from a retailer, website or other dealer, Tommo Inc of USA 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 that are bought second hand (these are excluded from the warranty).

The Products were used commercially (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 Tommo Inc (including unlicensed additional games or downloads), modified use or use other than in accordance with the operating instructions issued by Tommo Inc. 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.

Tommo Inc will decide to choose to either repair the product, but, if a repair is not economical, replace the defective product at no charge to the buyer. Tommo Inc will not accept any other claims, whatsoever, in respect of this warranty. In particular, Tommo Inc 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 Tommo Inc of the fault within 90 days of the purchase date (b) send the product together with the notification or within 30 days of the notification to Tommo Inc with proof of purchase (till or other receipt, please keep your till receipt safe). Tommo Inc 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 Tommo Inc.

The warranty is not applicable to products purchased outside the North American Region.

To activate your warranty, you must:

Register your NEOGEO X product on the web at: <http://www.neogeo.com>

To obtain warranty service, you must email usa@neogeo.com

Obtain a Return Authorization Number from Tommo Technical Support

Return the product to the address advised by Tommo Inc with the postage prepaid and insured.

Tommo will not be responsible for any loss or damage during shipment. Tommo will pay the full return shipping.

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

Be sure to package the product so that it will not become damaged in shipping. We recommend placing the original box inside another box packed with packaging material. Tommo will not be responsible for any damage or loss to the product in shipment.

Please allow for 4 to 6 weeks for processing. In the event of a problem, we will contact you at one of the phone numbers or email addresses provided.