

Refund policy

NZXT HQ.

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Desktop System Returns Policy

If you are not satisfied with the new desktop system for any reason, you may contact NZXT within 14 days from the date of delivery and NZXT will refund you for the price you paid to NZXT for the System, provided, however, that NZXT will not refund any fees for custom work to the System (if applicable), software, assembly, or shipping and handling. Certified refurbished desktop systems are not eligible for return for refund, all sales are final.

If you want to cancel an order after the order was placed and the System has not been built yet, NZXT will offer a full refund (including shipping and assembly fee from the order).

To exercise any of your rights under this Warranty, please submit a ticket [here](#) or contact us directly on live chat or phone from 8am-6pm PST or by calling NZXT's support team at 1-800-228-9395. If NZXT's support team cannot resolve your issue, they will issue you a Return Merchandise Authorization ("RMA") number.

PLEASE DO NOT SHIP ANY SYSTEM BEFORE YOU RECEIVE YOUR RMA NUMBER.

Once you have received your RMA number, pack the System in its original packaging or a well-protected box, as outlined in the NZXT Packing Instructions available [here](#). **NZXT recommends that you keep the original packaging in which the System was delivered to you in case of a return.** If you do not have the original or compatible packaging to return the defective portions of your System, you can contact NZXT's support team at 1-800-228-9395 or [submit a request](#) who will provide you a shipping box and packaging material at cost. NZXT WILL NOT BE RESPONSIBLE FOR SHIPPING DAMAGE OR LOSSES OR FOR ANY PRODUCT NOT PURCHASED DIRECTLY FROM NZXT.

NZXT will never charge you for labor or phone support for repairs covered by this Warranty.

Please ensure that your RMA Number is prominently and clearly displayed on the outside of your return packaging. Please pack the System with a copy of your bill of sale or other proof of purchase, your name, address, phone number, description of the problem(s), and the RMA number you have obtained.

If you contact NZXT about an issue with your System within thirty days from the date the System is delivered to you, NZXT will cover all ground shipping costs associated with your issue. If you contact NZXT after such period, NZXT will cover one-way ground shipping costs associated with your issue. NZXT provides return labels/pay for return shipping costs for Hawaii, Alaska, and Canada. Assembly fees and shipping costs will not be refunded.

NZXT will attempt to ship the System or any replacement parts back to you within two weeks from the date NZXT receives your Shipment, but cannot guarantee compliance with this timeframe. Replacement parts for your System will be comparable, but may not necessarily be the same as the original part.

General Packing Instructions.

NZXT Inc. advises shipping the computer in the original box and packing materials. If the original box and materials are no longer available, please call your shipper to receive specifications for shipping a package through them. We recommend UPS, FedEx or any other shipping company that uses tracking technology. Alternatively, you can contact NZXT's support team at 1-800-228-9395 or support.nzxt.com who will provide you a shipping box and packaging material at cost.

Return the products in their original packaging, in as-new condition, along with any media, documentation and any other items that were included in your original shipment.

YOUR RMA NUMBER MUST BE CLEARLY MARKED ON THE OUTSIDE OF THE BOX OR PACKAGE. TAPE A NOTE TO THE SIDE OF YOUR COMPUTER, INSIDE THE BOX OR PACKAGE. THIS NOTE SHOULD INCLUDED:

YOUR FULL NAME, ADDRESS, RMA NUMBER, DAYTIME PHONE NUMBER AND PROBLEM(S) DESCRIPTION.

Full System Packing Instructions.

The box should be able to handle a weight of 40~50 lbs. There should be a minimum of 3" of space on all six sides of the computer.

The 3" space shall be fitted with BLOCK FOAM material. Make sure the material will absorb an impact if dropped.

We do not recommend foam popcorn/peanuts, newspaper, pieces of cardboard, blankets etc. These materials tend to shift in the box and allow the computer to move and make contact with the sides of the box.

Use heavy-duty 3" packing tape rated at 60 lbs. to seal the package. Do not use masking tape - the driver will not accept the package.

When you ship your NZXT Inc. product in for repair or credit, NZXT is not liable or responsible for freight damage. It is recommended that you insure the package in the event that your NZXT product is received freight damaged, you may be able to file a claim with your shipper.

ALL DAMAGE WILL DELAY THE RETURN OF YOUR COMPUTER

Your Responsibilities.

In order for NZXT to provide you with the best possible service under this Warranty, you agree to:

Parts Packing Instructions.

Individual parts must be handled in a similar manner:

The parts must have sufficient protection to prevent damage, use anti-static bag for memory and peripherals.

Hard drives, Floppy drives, CD-ROMS and peripherals must be boxed. Never use an envelope. These parts are sensitive to being dropped or crushed.

Any package received damaged will be kept in the receiving department and the Technical Support and Customer Service Supervisors will be contacted in order to contact you regarding the damage. You will then be advised to file a claim with the shipping company.

If you have any questions regarding this limited warranty, return policy or packing instructions, please [submit a request](#).

NZXT.com Store Returns/Exchange Policy

Eligible products qualify for a refund or exchange only with an authorized RMA number and the item is returned to the NZXT.com Store inventory within 14 days for Desktop systems and 30 days for components and gaming gear. Refurbished products are final sale. Returns are not allowed beyond 30 days of the purchase date.

The NZXT.com 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](#).

Should you require information regarding our Desktop PC Warranty, please refer to the following link: <https://nzxt.com/pages/nzxt-bld-warranty>.

NZXT Warranty Policy

I. Warranty Length

- **Computer Cases:** 2 years
- **NZXT H1 Series Cases:** 3 years (Case, Riser Card, & AIO Liquid cooler), 10 years (Power Supply)
- **AIO Liquid Coolers (Kraken Series):** 6 years
- **NZXT M-Series and Kraken 120 AIO Liquid Cooler:** 3 years
- **NZXT T-Series CPU Air Cooler:** 2 years
- **80+ Gold and 80+ Platinum Power Supplies:** 10 years
- **80+ Bronze Power Supplies:** 3 years
- **Fans (Single-Fan):** 2 years
- **Single-Frame Fans (F240, 280, 360):** 5 years
- **Motherboards:** 3 years*
- **Monitors:** 3 years
- **Lighting Products (Strips, Controllers, etc.):** 2 years
- **Case Accessories (Fan Controllers, Card Readers, etc.):** 2 years
- **Keyboards:** 2 years
- **Computer Mice:** 2 years
- **Microphones:** 2 years
- **Boom Arms:** 2 years
- **Speakers:** 2 years
- **Audio Mixer (SwitchMix):** 2 years
- **Capture Card (Signal):** 2 years
- **Temperature Meters:** 2 years
- **NZXT Certified Refurbished NZXT brand components:** 1 year

****NZXT N7 Z370 and N7 Z390 Series motherboards carry a 4-year extended warranty***

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.com Store 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. Shipping fees from initial purchase will not be refunded in any way.

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 1-800-228-9395 or please visit <http://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](#) 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.

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NZXT Customer Support Hours
Monday-Friday 8:00AM-6:00PM (Pacific)