

REFUNDS AND OTHER ADDITIONAL TERMS FOR RAZER CUSTOMS PRODUCTS

In addition to the terms and conditions generally applicable to the sale and purchase of Razer products, (including at <https://www.razer.com/legal/terms-of-sale> and <https://www.razer.com/legal/returns-refunds>), the following terms and requirements will also apply to Razer Customs products.

Requirements for Razer Customs product refunds:

Each Razer Customs product is designed, customized and manufactured to your individual tastes and preferences. As such, Razer generally will not accept any exchanges, returns or refunds for such products. However, Razer may, under the limited circumstances and subject to the terms below, provide a refund of the purchase price paid for the relevant product.

- A refund may be provided only where we determine, at our sole discretion, that:
 - (i) there is a design or manufacturing defect, fair wear and tear excluded, during the warranty period of **one year** from the **date of purchase**;
 - (ii) the item was lost or damaged during shipment to you; or
 - (iii) the wrong item (including one with a wrong design) was delivered to you.

To initiate a refund, please request a Return Merchandise Authorization (RMA) Number by contacting our support team here: <https://support.razer.com/contact-support>

- The refund request must be received by us within **14 days from the date the item was delivered to you**.
- You may be required to provide supporting information such as Order Number (or other proof of purchase), Date of Order, description of item(s) ordered, and pictures of the defective product or wrong item.
- Please respond to our emails and/or requests for supporting information relating to your refund claim promptly (and in any case within the timelines we stipulate), failing which, we will not be able to process your claim and your right to receive any refunds may be forfeited.
- Refunds will be issued via the same means / form of payment that was used for the purchase.

Other Terms:

- You are solely responsible and liable for any artwork, design, words, statements, material or content submitted by you in connection with your Razer Customs order ("**Customer Content**"). Razer shall have no liability whatsoever for Customer Content (including for any breach of intellectual property rights), and you are responsible for ensuring that Customer Content will not breach any intellectual property rights or applicable law.

- Razer reserves the right to, at our sole discretion and without any liability, cancel or reject any order with Customer Content that we deem to be offensive, obscene, immoral or which may otherwise breach any intellectual property rights or applicable law.