

Limited Warranty (United States)

1. Limited Warranty

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

This Limited Warranty applies to Pro Gamersware GmbH (“Pro Gamersware”) Own Brands products purchased on or after January 1, 2026. If you purchased a Pro Gamersware Own Brands product before December 31, 2025, please refer to the warranty terms in effect at the time of your purchase.

Pro Gamersware GmbH (“Pro Gamersware”) warrants that your product will be free from defects in materials and workmanship during the Warranty Period defined below.

We limit the duration of all implied warranties, including without limitation the implied warranties of merchantability and fitness for a particular purpose, to the duration of this express Limited Warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Our responsibility for defective goods is limited to repair, replacement, or refund as described below.

2. Who May Use This Warranty

This Limited Warranty extends only to the original consumer purchaser of the product from Pro Gamersware or an Authorized Seller. It does not extend to any subsequent owner or transferee.

An “Authorized Seller” is any merchant that has a reseller, vendor, or distribution agreement with Pro Gamersware authorizing the consumer sale of the product.

3. What This Limited Warranty Covers

This Limited Warranty covers defects in materials and workmanship under normal use during the Warranty Period. This Limited Warranty does not cover normal wear and tear.

4. Warranty Period

The Warranty Period is one (1) year from the date of original retail purchase.

Any replacement or repaired product will be covered only for the remainder of the original Warranty Period. All claims must be made within the Warranty Period.

5. What We Will Do

If a defect covered by this Limited Warranty occurs during the Warranty Period, Pro Gamersware will, at its discretion:

- Repair the product at no charge;
- Replace the product with the same or a technically and functionally equivalent product; or
- Refund the purchase price if repair or replacement is not reasonably available.

If the product is part of a set, only the defective component will be repaired or replaced unless replacement of the entire set is necessary to fulfill this Limited Warranty.

The remedies described above are your exclusive remedies under this Limited Warranty.

6. What Is Not Covered

This Limited Warranty does not cover:

- (1) Defects occurring after the Warranty Period expires;
- (2) Damage resulting from misuse, abuse, mishandling, improper installation, or use contrary to product instructions;
- (3) Failure to follow maintenance instructions;
- (4) Damage caused by accident, external causes, or events beyond reasonable control;
- (5) Products purchased from sellers other than an Authorized Seller;
- (6) Normal wear and tear;
- (7) Damage caused by unauthorized repair or modification to the extent such repair or modification caused or contributed to the defect.

Attempted or actual refinishing or repainting of the product voids this Limited Warranty to the extent such actions caused or contributed to the defect.

7. Limitation of Liability

In no event will Pro Gamersware be liable for any lost data, lost revenue, or for any indirect, incidental, special, consequential, or punitive damages arising out of or related to the use of or inability to use the product, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE, even if advised of the possibility of such damages.

In no event will Pro Gamersware's total liability exceed the amount you paid for the product.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

8. State Law Rights

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Nothing in this Limited Warranty excludes, limits, or suspends any rights you may have under applicable consumer protection laws.

9. How to Obtain Warranty Service

To obtain warranty service, please contact our Customer Support Team:

Website: www.progamersware.com

Email: support@gamersware.com

Please provide:

- A detailed description of the issue
- Photos and/or video of the defect
- A clear copy of your original purchase receipt

If your claim qualifies under this Limited Warranty, you will receive instructions for returning the product. You must package the product carefully to prevent shipping damage.

If we determine that the product is covered, we will cover ground return shipping. If the product is not defective, return shipping costs will be your responsibility.

Please back up any data before returning a product. Pro Gamersware is not responsible for any loss of data.

10. Information About the Warrantor

Warrantor: Pro Gamersware GmbH

Gaußstraße 1

10589 Berlin

Germany

Email: support@havn.global

Phone: +49 30 83797272

No reseller, distributor, agent, or employee is authorized to modify this Limited Warranty on behalf of Pro Gamersware.