

WARRANTY POLICY	RETURN POLICY	FREIGHT COVERED	OUT OF WARRANTY ADVANCE REPLACEMENTS	PROVIDES CALL TAGS	WARRANTY START DATE	RESTOCKING FEE
ADRENALINE AMUSEMENTS 1 Year for Electronic Parts, 3 Months for Mechanical Parts, 90 Days for Parts	60 days	Yes- Ground out	No, must be purchase	No	Delivery date (need BOL to prove)	-
AMERICAN CHANGER 2 Years for Bill Validators (does NOT include Model # BA-50), 1 Year for New Goods (does NOT include Glory-Branded Dispensers), 6 Months for New Dispensers	N/A	Yes- Ground out	As of June 1st 2022- No Advance Replacements. Must be sent in and evaluated	No	Shipment date	-
AMI ENTERTAINMENT 2 Years Jukebox, 1 Year Parts If older than 60 days, must be sent in for warranty exchange If less than 60 days, it would be an advance	90 days	Yes- Ground out	No, must be purchase	No	When Jukebox Is connected to server or from parts ship date	-
ANDAMIRO 1 Year for Electronic Boards, 6 Months for Moving Parts	30 days	Yes up to 2nd day air	No, must be purchase	No	Shipment date	-
APPLE INDUSTRIES 1 Year ***Must speak with their service team before placing an advanced replacement order***	15 days	Yes- Ground out	Yes	Upon request, and for a fee	Shipment date	-
ARACHNID 1 Year for Games, 90 Days for Parts	60 days	Yes- Ground out	No, must be purchase	No	Game shipment date, parts delivery date	-
BANDAI NAMCO 90 Days for New Games, 45 Days for Repairs, 3 Months for Replacement Parts.	If Namco is at fault, it can be returned for full credit within 30 Days date	Yes Ground out	Computers, PCB, and parts that can be repaired are eligible for out-of-warranty replacement – other parts need to be purchased	Yes- Only if at fault otherwise NO	30 days from shipping date	-
BARRON GAMES 120 Days	2 weeks from delivery date	Yes	No, must be purchase	Only upon request	Invoice date	-
BAY TEK New Games: 1 Year Parts: 1 month	1 Month from shipment date of new part	Yes- Ground out	No, must be purchase	Yes	Shipment date	If parts are opened, then there is a \$20 restocking fee on non-electronics and a \$50 restocking fee on electronics

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BENCHMARK, ELAUT, and COAST-TO-COAST 1 Year for Games, 90 Days for Parts ***Must call and speak with a service representative before placing an advanced replacement order***	Within 90 Days of RMA being issued	Fedex Ground shipping for the first 90 days - no international shipments	No, must be purchase	Yes, if within 90 days	Shipping date OR installation date from distributor	-
BOB'S SPACE RACERS INC 1 Year for Multiplayer Games that do not require an attendant, 90 days for Games, 30 Days for Parts	30 Days (not strict)	No, freight is not covered	No Customer can purchase a new or refurbished part and send back the defective part for a 20% core credit	No, but an RMA number is provided.	Delivery date	10% restocking fee
CHICAGO GAMING 180 Days for Home Arcade Games, Pinball Games, including Electronic and Mechanical Components	30 Days	No	No, it would have to be a purchase	No	Pinball Game: Date of invoice from authorized distributor Home Arcade Games: Date of purchase	-
COASTAL AMUSEMENTS 180 Days for Proprietary Electronic Hardware and Monitors 90 Days for Other Non-Proprietary Electronic Hardware, Mechanical Components, and Motors	60 days After 30 Days 25% Restocking Fee	Yes- Ground out	No, it would have to be a purchase	Yes	Shipment date	-
CRANE (AUTOMATIC PRODUCTS) 2 Years for Vending Machines, 90 days for Aftermarket Parts	30 Days Only required for Payment Systems, Control Boards (all models), Cora Hardware, and any item requested for evaluation	No	Yes, there will be a 20% restocking fee applied to all out-of-warranty advances	No call tag, but requires an RMA label	Delivery date	-
DELTRONIC LABS 1 Year Limited Warranty on Electronics	10 Days	If the item is a week or so old, shipping is included	No, it would have to be a purchase	If the item is a week or so old, a call tag is included	Shipment date	15% restocking fee
GLOBAL VR 1 Year for New Computers, 6 Months for Rebuilds, 3 Months for Repairs	2 Weeks	Yes Ground out	No Advance Replacements Must be purchased or repaired	No	Shipment date	25% restocking fee
INCREDIBLE TECHNOLOGIES 1 Year for New Machines (not Storm VR), 6 Months for Aftermarket Mach, 3 Months for Used Machines, 6 Months for New Parts, 3 Months for Refurbished Parts	2 Weeks	Yes both ways	Yes	No	Date received when unlocked	-

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INNOVATIVE CONCEPTS (ICE) 1 year on all LCD monitor panels, 180 days on Main Pcb's, Computers & Motors, 90 days on all other electronic and mechanical components, 30 Days on all ICE repairs & Parts purchases	To receive credit, customer must return the defective parts, at their own expense, within 30 days	Yes Ground out	Only applies to Computers, Main Boards, and I/O Boards	No	Shipment date	After 30 days, a 15% restocking fee will be applied
JET GAMES 12 Months for New Games, 3 Months for Replacement Parts	No returns on parts over 1 month old from delivery date	Yes- Ground out, No crating fees are covered	Only for large items, like Computers, I/O Boards, and some mechanical assemblies	No	Game Warranties start when the game is shipped, Part Warranties start on the delivery date	Must be returned in original packaging with a 20% restocking fee
KALKOMAT (IGPM) 1 Year for Boxing Games (Electronics)	14 Business Days	Yes Ground out	No, it would have to be a purchase	No RMA provided	Purchase Date	-
LAI GAMES (HELIX) Games: 6 Months (defective only), 30 Days for Parts	10 Business Days to get part back in transit after delivery date	Yes Ground out	Yes with a core charge to ensure the defective part is returned	Yes	Delivery date	10-30 Days to get a 50% refund, 30+ Days for a 25% refund ***If the incorrect part was ordered, there is a 25% restocking fee***
RAW THRILLS 1 Year for Electronic Parts 90 Days for Guns and Guitars	15 days	No	Yes	Yes unless customer use their own shipping account	Selling date	-
THE REALLY BIG CRANE CO 12 Months for New Games, 3 Months for Replacement Parts	60 Days No returns without prior written approval	No	Yes with prior written approval	No	Invoice Date	-
SANDENVENDO 6 Years for Hermetically-Sealed Refrigeration (provided the hermetically-sealed portion is unopened and not damaged) – does NOT include fan motors, temperature controls, capacitors, overload switches, or starting relays. 5 Years for Electronic Control Boards, LED Displays, and Vending Motors	30 Days from shipment date	Yes Ground out	No, it would have to be a purchase	No- Must include RMA#	Shipment date	-
SEGA 90 days for Games, 30 Days for Parts	30 Days	No	Only specific parts are done out-of-warranty; must speak with Don @ Sega	No call tag, but RMA number must be put on the outside of the box	From invoice date unless otherwise specified in writing	Returns are subjected to a minimum of 3% restocking fee

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SMART INDUSTRIES 1 Year for New Games (PCB Boards, Motors, Crane Assy's, Joysticks, and Catch Buttons)	As soon as possible – no exact time frame	Ground and 3-Day Select shipping covered one way	Yes, for PCB Boards and sometimes Crane Assy's	Only if the customer receives the wrong part due to Smart sending the wrong part	Shipment date	-
STERN PINBALL 9 Months for LCD Displays (Dot Matrix), 2 Months for Printer Circuit boards (Game Logic)	As soon as possible – no exact time frame	Shipping will be covered both ways for an advanced replacement	Only offer repair and return RMA	No- must include RMA#	Day of shipment from seller to distributor	-
TEAM PLAY 1 Year for Pixel Pics, Carnival Wheel, and Photo Moton. 6 Months for Fishbowl Frenzy and Launch Codes.	30 Days	Ground shipping is covered	Yes	Yes	Invoice date from Betson to Customer	-
TRIOTECH AMUSEMENTS 1 Year from Date Put in Operation or 15 Months from Delivery (whichever comes first). 3 Months for Drive Assemblies, VR Headsets, and Headset Cable Harness. Project bulb not covered.	14 Days	Blue Shipping is covered for warranty advances	No	No	Shipment Date	30%
UNIS 6 Months for New Games, 30 Days for Parts	All warranty items must be returned within 2 weeks, or the customer will be invoiced	Yes- Ground out	No	No	Shipment date	Customers returning an incorrect part or a part they no longer need will be charged a 25% restocking fee
VALLEY DYNAMO 1 Year for Valley Pool Tables, Dynamo Pool, Hockey, and Home Foosball Tables, Tornado Home and Coin Foosball Tables, Champion Shuffleboard Cradles, and Connelly Billiards Tables. 90 Days for Batteries, Battery Chargers, Replacement Parts, Champion Shuffleboard Electric and Electronic Parts, Valley Dynamo Jet Pong, All-Star Baseball, and Zombie All-Stars Games	30 Days is what we should tell the customers (but actually 45)	Ground can be covered, if requested	No, it would have to be a purchase	No, but for home deliveries, will include a preprinted self-adhesive return label	Generally, when the game leaves the dock – can extend to 6 months from when game is sold (invoice required)	-