

New Games Warranty Policy:

- UNIS games have a 6-month warranty period from the shipping date.
- OEM/video games have a 3-month warranty period from the shipping date.

NOTE: UNIS will only provide warranty on electronic parts (E.g. PCB, motors, etc.) Client is responsible to pay all shipping charges which may include customs duties and import charges.

Any defects on new games or parts should be reported **immediately** to your sales representative upon receipt of the games. If defects on warranted items are reported within 60 days of the shipping date, UNIS will cover the shipping charge.

Parts Purchase Warranty Policy:

Electronic parts (PCBs, motors, etc.) purchased from our online store will have a 3-month warranty period from the shipping date.

Any defects on parts received should be reported immediately to your service department.

RMA Returns (Return Authorization):

All parts being returned to UNIS whether for repair or refund need to have a RETURN AUTHORIZATION number.

Please download the RMA Form from our web site or contact our service department at service@universal-space.com or +1-905-477-2823 for a RMA Form.

NOTE: Repair charges may apply to certain out of warranty parts.

Advance Replacement:

All advance replacement will be charged. UNIS will invoice for the full price of the part being shipped. Upon return of the faulty part UNIS will issue back a full credit. Faulty product must be returned to UNIS within 30 days of receipt of the advance replacement product to avoid being charged. In the event client fails to return the defective product to UNIS, client will be billed for the purchase of the advance replacement part.