

## **Dream Arcades Claw Machine Limited Warranty**

This Limited Warranty applies to physical goods purchased from Dream Arcades, Inc., and includes both proprietary software from Dream Arcades, Inc., and any third-party software included with the system at the time of purchase.

### **What does this limited warranty cover?**

This Limited Warranty covers substantial defects in material or workmanship under normal use to the first purchaser during the Warranty Period. During the Warranty Period, Dream Arcades will, at its discretion, replace defective goods or provide replacement parts, at no charge, for any part of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

### **What will we do to correct problems?**

Dream Arcades will work with the customer to determine what parts have failed and provide replacement parts for the Product at no charge, using new or refurbished replacement parts. Dream Arcades Products are designed so that parts can be replaced by the customer without returning the Product.

### **How long does the coverage last?**

The Warranty Period for complete claw machines purchased from Dream Arcades is 6 (six) months from the date of purchase.

A replacement part assumes the remaining warranty of the original physical good or 30 days from the date of replacement or repair, whichever is longer.

### **What does this limited warranty not cover?**

This Limited Warranty does not cover any problem caused by: abuse, viruses or malware, acts of God, power surges, or by conditions, malfunctions, or damage not resulting from defects in material or workmanship. It does not cover the cost of onsite repair. It does not cover the cost of returning the Product or any defective part. It also does not cover return shipping of the Product in the event the customer delivers the Product to Dream Arcades for repair. It does not cover changes or damage made to software. It does not cover any consequential or incidental damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### **What do you have to do if I have a problem?**

To obtain warranty service, you must first contact us via e-mail at: [support@DreamArcades.com](mailto:support@DreamArcades.com) and work with our tech support personal to determine the nature of the problem and the most appropriate repair solution. The customer must be able to be in front of the product in order to troubleshoot and receive warranty support. No Product or part can be returned without obtaining a pre-authorized RMA number from Dream Arcades. This RMA number must be clearly printed on the outside of the box that the part or Product is returned in.

In the event you are not able to contact Dream Arcades via e-mail, you should contact us directly by writing to the following address:

Dream Arcades, Inc.  
11415 Sunrise Gold Circle  
Unit 9  
Rancho Cordova, CA 95742

### **Jurisdiction and Venue**

Any legal action brought against Dream Arcades shall be governed by the laws of the State of California without regard to its conflict of law principles. The sole jurisdiction and venue for any litigation arising from your use of or orders made on the [dreamarcades.com](http://dreamarcades.com) sites, or orders made by phone or in person, shall be an appropriate federal or state court located in Sacramento county, California. Neither party will be responsible or held liable for any consequential, special, or incidental losses or damages.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.