

Due to a massive and costly increase in various requests—some of which are unjustified or excessive, we have decided to revise our previous policy of nearly systematic replacements.



## 1. MANUFACTURING DEFECTS

All requests regarding significant production defects that impact gameplay remain 100% covered (including replacement parts and shipping costs).

## 2. COSMETIC ISSUES

«Cosmetic» or «ornamental» requests will be handled to the best of our ability. Although spare parts remain free, as well as 50% of preparation cost, we will have to charge the home delivery fee.

## 3. TRANSPORT & DELIVERY DAMAGE

For issues related to postal transport, a formal reservation (notice of damage) must be made upon delivery. When opening a support ticket, you must provide:

- A photo of the damaged
- A photo of the packaging.
- A photo of the shipping label on the box.



These documents are required to file a formal claim with the postal service.

*As a reminder, if you do not issue a claim upon receipt, the package is deemed compliant; therefore, we will not be able to handle your after-sales service request.*

## 4. SHIPPING CONDITIONS

Replacement parts will be shipped to your home only after you have confirmed your mailing address. If a package is returned due to a failure on the recipient's part (e.g., unclaimed package, incorrect address), it will only be re-sent upon payment of additional shipping fees.

## 5. ECOLOGICAL COMMITMENT

In an effort to be more eco-friendly, we will no longer systematically provide paper rulebooks. We now prioritize the use of digital versions (PDF).



## EXAMPLE OF COSMETIC REQUESTS:

Thoughts on some examples we could show:

- **Damaged miniature** (REPLACE if Gameplay Impacting Defects)
- **Misprinted tile** (REPLACE if Gameplay Impacting Defects)
- **Ding & Dent box** (SUBJECT TO AVAILABILITY, shipping cost billed to the customer)
- **Damaged plastic insert** (SUBJECT TO AVAILABILITY shipping cost billed to the customer)
- **Lost component** (REPLACE AT CUSTOMER PAYMENT, PENDING AVAILABILITY)
- **Rulebook** (Priority to send in PDF format)



Replacements available subject to stock; shipping fees apply.



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