



Xbox Consoles and Accessories - Returns/ Warranty Procedure

Warranty Periods:

- Xbox Devices (Xbox One, Xbox One S, Xbox Series console & Xbox Headset) - **1 Year warranty** from date of purchase
- Xbox Accessories (Xbox Play & Charge Kit) - **6 Month warranty** from date of purchase

Warranty Procedure – Faulty Xbox Device **within the FIRST FOURTEEN (14 DAYS)** of purchase date:

- Customer can return the faulty item to the retail store it was purchased from.
- Faulty item needs to have all the components that came with the purchase, including the original packaging and receipt. **(Items that are not in the original packaging will not be credited).**
- The retailer must replace the complete console or accessory and return the faulty item to Prima Interactive within 8 weeks of the purchase date.
- No reference numbers are issued to authorise the exchange.

To arrange collection of the faulty units that were returned as **FAULTY** within the **FIRST 14 DAYS** at store level, please email admin@primainteractive.co.za

Documents and information to accompany the email:

- 1.) Customer receipt / proof of purchase
- 2.) Refund / exchange receipt
- 3.) Store name and address
- 4.) Contact person and contact number
- 5.) Explanation as to what is wrong with the product.
- 6.) Credit claim documentation/Return to Supplier/CCV
- 7.) Please check that the serial number on the box matches the S/N on the console.

Customers Warranty Procedure – Faulty Device (Console / Controller / Headset) **AFTER 14 DAYS** of purchase date:

- **Stores may not swop out or replace the faulty Xbox console or accessory after 14 days.**
- Customer needs to contact Microsoft directly to log a warranty claim. (*Contact details as per below).
- Stores are unable to log the warranty claim on behalf of the customer. Microsoft request personal information from the customer and verification via email or a one time pin.
- A reference number (Service Request Number) will be issued by Microsoft to the customer and within 24-48 hours Seabourne will receive the warranty claim information.
- Seabourne will then arrange the collection of the faulty unit and dispatch a replacement as long as, the console or accessory has not been tampered with in any way. (Warranty Claim should be resolved in 7 working days – if there are any delays past 7 days, customer to call Seabourne and quote the Microsoft Service Request number).
- Customer NOT to hand over any item (console, controller or game disk /cables) that was NOT REGISTERED AS FAULTY on the Microsoft service order. Only the faulty item to be sent. If you send any extra items they may not be returned.

*A warranty claim can be logged:

- a) On-line via the Microsoft Device Support site - <https://support.microsoft.com/en-za/devices>
Open 24 hours a day, 7 days a week
- b) The below link can be used to check a controller warranty and enables customers to log a replacement request.
<https://support.xbox.com/help/hardware-network/controller/controller-warranty>
- c) Online chat with a Microsoft Support Representative or request a call back:
<https://support.xbox.com/contact-us>

Seabourne Contact Details – Only to be contacted once the customer has a Microsoft Service Request Number.

1st Contact: Martha / Keneilwe / Caroline - 011 396 1900

Escalation past 7 days of warranty being logged: William - 011 396 1900

All emails to go to spljnb@seabourne.co.za with William in copy william.rittmann@seabourne.co.za

For additional queries please contact:

Randy Mugaba – Prima Interactive Xbox Support Representative

Tel: 011 549 2320

Email: customercare@primainteractive.co.za