

LIMITED WARRANTY AND TECHNICAL SUPPORT FOR HYPERX PRODUCTS

This Limited Warranty Statement and Technical Support for HyperX Products (“HyperX Warranty Statement”) provides the warranty periods for HyperX products (“Limited Warranty Period”), and it only applies to HyperX Products. It is independent of any other warranty statements for HP Inc. products. Unless clearly specified in writing by an authorized source, this HyperX Warranty Statement is the only warranty statement that applies to HyperX products.

This HyperX Warranty Statement gives the original end-user customer, express limited warranty rights from the manufacturer, HP Inc. HyperX is a business division of HP Inc. For purposes of this HyperX Warranty Statement, HP Inc. may be referred to as “HP” or “HyperX”. The limited warranty applies only to the original end user customer and is subject to the terms and requirements described herein. Products that were already used prior to purchase are not covered under warranty.

Note: Physical damage is not covered under the HyperX Warranty Statement. Further exclusions will be detailed below.

HyperX Limited Warranty Period

Two-Year Warranty:

The following HyperX Products are covered by this warranty for a period of two years from the date of purchase by the original end user customer: HyperX™ headsets (excluding the Cloud Orbit series of headsets, as well as any free promotional items included in the package), keyboards, monitors, mice, mousepads, standalone microphones, keycaps, wrist rests, and charging products.

Additionally, HyperX Products that do not fall within any of the categories described in this HyperX Warranty Statement shall be covered by warranty for a period of two years from the date of purchase by the original end user customer.

One-Year Warranty:

The following HyperX products are covered by this warranty for a period of one year from the date of purchase by the original end user customer: HyperX™ Cloud Orbit Series headsets and HX3D Custom Keycaps.

Six-Month Warranty:

HyperX accessories purchased directly from our online store may be covered for a period of six months from date of the purchase by the original end user customer.

Discontinued HyperX Products

In the event a product has been discontinued, HyperX, at its sole discretion, shall offer to replace it with a comparable product, or provide a refund at the lesser of the original purchase price or the product's current value.

Used HyperX Products

HyperX Products purchased used are not covered under warranty.

PLEASE NOTE: The warranty periods described in this HyperX Warranty Statement may apply to additional products that are not identified herein. If a product is not listed in this HyperX Warranty Statement, then contact HyperX or go to <https://hyperx.com/pages/limited-warranty-statement>, to obtain the applicable warranty period.

General Terms

This HyperX Limited Warranty gives you, the original end-user customer, express limited warranty rights. To the extent that you have a separate written agreement with HyperX, you may also have other legal rights that this HyperX Limited Warranty does not exclude, limit, or suspend. Refer to "Country-Specific Terms," if applicable, at the end of this warranty page for more information regarding your rights.

This HyperX Limited Warranty applies only to HyperX-branded hardware products sold by or leased from HyperX, its worldwide subsidiaries (collectively referred to in this HyperX Limited Warranty as "HX"), affiliates, authorized resellers, authorized distributors, or country distributors. However, non-HX manufacturers, suppliers or publishers may provide their own warranties directly to you. Review the applicable warranty statements for that product to determine your rights and obligations.

To the extent permitted by local law, HyperX guarantees that it will replace or refund, at HyperX's option, a HyperX Product that manifests a defect in materials or workmanship during the Limited Warranty Period, if you, the original end-user customer, provides HyperX with notice of a defect in your HyperX Product during the Limited Warranty Period. HyperX's obligation under this HyperX Limited Warranty, at its option, to replace, or provide a refund for a HyperX Product that manifests a defect in materials or workmanship ceases if the notice of defect is not received prior to the expiration of the applicable Limited Warranty Period.

The Limited Warranty Period starts on the date of purchase. Your dated sales or delivery receipt, showing the date of purchase or lease of the HyperX Product, is your proof of purchase, unless HyperX or your authorized reseller informs you otherwise in writing. You

may be required to provide proof of purchase as a condition of receiving warranty service. For current warranty information, contact HyperX or go to <https://hyperx.com/pages/limited-warranty-statement>. Generally, for HyperX products, the warranty coverage ends at the 6-month, 1 year or 2 years from date of purchase, depending on the product.

Exclusions and Limitations

Some countries or specific states in America may not allow the following exclusions or limitations, so these exclusions and limitations may be limited in their application to you.

HYPERX MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND, TO THE EXTENT PERMITTED BY LAW, HYPERX EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS HYPERX LIMITED WARRANTY. TO THE EXTENT ALLOWED BY THE LOCAL LAW OF JURISDICTIONS OUTSIDE THE UNITED STATES, HYPERX DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS OR THE EXCLUSION OR LIMITATION OF PARTICULAR TYPES OF DAMAGE, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS, DISCLAIMERS OR LIMITATIONS OF THIS HYPERX LIMITED WARRANTY MAY NOT APPLY TO YOU. TO THE EXTENT THAT THIS HYPERX LIMITED WARRANTY OR ANY PART OF IT IS INCONSISTENT WITH LOCAL LAW, THIS HYPERX LIMITED WARRANTY OR THE CORRESPONDING PART SHALL BE DEEMED MODIFIED TO BE CONSISTENT WITH SUCH LOCAL LAW.

FOR CONSUMER TRANSACTIONS, INCLUDING BUT NOT LIMITED TO, THE EUROPEAN UNION, AUSTRALIA, AND NEW ZEALAND, THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS HYPERX PRODUCT TO YOU. IF THERE IS A CONFLICT BETWEEN THE LOCAL LAWS AND THE TERMS CONTAINED HEREIN, THE LOCAL LAWS WILL APPLY.

This HyperX Limited Warranty is applicable in all countries and may be enforced in any country or region where HyperX or its authorized service providers offer warranty service for

the same product model number subject to the terms and conditions set forth in this HyperX Limited Warranty. This HyperX Limited Warranty is subject to all applicable national export and import laws and regulations. Under this HyperX Limited Warranty, HyperX Products purchased in one country or region may be transferred to another country or region where HyperX or its authorized service providers offer warranty service for the same product model numbers. Warranty terms, service availability, and service response times may vary from country or region to country or region. Standard warranty service response time is subject to change due to local inventory availability. If inventories are unavailable, your HyperX authorized service provider can provide you with details. HyperX will not alter form, fit, or function of a HyperX Product to make it operate in a country for which it was never intended to function. HyperX is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by, and is subject to, all applicable export and import laws, regulations, and controls issued by various governments.

In countries or regions where applicable law determines that warranty services for imported products are to be provided by the local importer or in which applicable law does not mandatorily determine that warranty services for imported products are to be provided by the manufacturer, all warranty services for HyperX products in these countries or regions will be provided solely by the importer and not by HyperX, except where the local importer has been specifically authorized by HyperX or its local affiliate to import the products and refer the warranty services to HyperX.

You are entitled to product warranty service according to the terms and conditions of this document if a replacement for your HyperX Hardware Product is required due to the manifestation of a defect in materials or workmanship within the Limited Warranty Period. Unless otherwise stated, and to the extent permitted by local law, HyperX Products are manufactured using new and/or used materials, and any used materials are functionally equivalent to new in performance and reliability. All component parts or hardware products removed under this HyperX Limited Warranty become the property of HyperX unless otherwise stipulated by applicable local law.

Disputes arising out of this HyperX Limited Warranty or relating to your purchase of the HyperX Products subject to this HyperX Limited Warranty—whether based on contract, tort, statute, fraud, or any other legal theory—are governed by the law of the country and state, province, or territory in which you currently reside, without regard to its conflict-of-law principles.

HYPERX DOES NOT WARRANT THAT THE OPERATION OF THE HYPERX PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. HYPERX IS NOT RESPONSIBLE FOR DAMAGE THAT

OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS INTENDED FOR THE HYPERX PRODUCT.

This HyperX Limited Warranty does not apply to expendable or consumable parts, except for certain rechargeable batteries as specified below and does not extend to any HyperX Product from which the serial number has been removed or that has been damaged or rendered defective:

- as a result of accident, misuse, liquid spills, abuse, contamination, improper or inadequate maintenance or calibration, or other external causes;
- by operation outside the usage parameters stated in the HyperX approved user documentation that shipped with the HyperX Product;
- by software, interfacing, parts or supplies not supplied by HyperX; and/or
- by improper site preparation, maintenance or environmental conditions that do not conform to HyperX's site specifications.

Any HyperX Product found to be modified after delivery from HyperX, or a HyperX authorized reseller, will be excluded from the terms of this Limited Warranty other than damaged or defective components where the damage or defect is found to be unrelated to the modifications.

Product Specific Exclusions

Exclusive Remedy

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THESE TERMS AND CONDITIONS CONSTITUTE THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HYPERX REGARDING THE HYPERX PRODUCT YOU HAVE PURCHASED. TO THE EXTENT PERMITTED BY LOCAL LAW, THESE TERMS AND CONDITIONS SUPERSEDE ANY PRIOR AGREEMENTS, ADVERTISEMENTS, OR OTHER REPRESENTATIONS—INCLUDING REPRESENTATIONS MADE IN HYPERX SALES LITERATURE OR ADVICE GIVEN TO YOU BY HYPERX, AN AGENT OR EMPLOYEE OF HYPERX, OR ANY NON-HYPERX AGENT OR EMPLOYEE—THAT MAY HAVE BEEN MADE IN CONNECTION WITH YOUR PURCHASE OF THE HYPERX PRODUCT OTHER THAN AS A PART OF A SEPARATE WRITTEN AGREEMENT WITH HYPERX OR ITS AUTHORIZED RESELLERS. No change to the conditions of this HyperX Limited Warranty is valid unless it is made in writing and signed by an authorized representative of HyperX.

Limitation of Liability

Some states or countries do not allow the exclusion or limitation of implied warranties or the limitation of special, incidental, or consequential damages (set out below), so these limitations and exclusions may be limited in their application to you. THE FOLLOWING LIMITATIONS APPLY TO THE EXTENT PERMITTED BY LOCAL LAW. IN THE EVENT THAT HYPERX AT ITS OPTION PROVIDES YOU A REFUND, THE MAXIMUM LIABILITY OF HYPERX UNDER THIS HYPERX LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE PRICE YOU PAID FOR THE HYPERX PRODUCT. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HYPERX BE LIABLE FOR ANY DAMAGES CAUSED BY THE HYPERX PRODUCT OR THE FAILURE OF THE HYPERX PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS, OR LOSS OF USE, OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. HYPERX IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY. HYPERX IS NOT LIABLE FOR ANY DAMAGES THAT MAY ARISE AS A RESULT OF HYPERX COMPLYING WITH ITS OBLIGATIONS UNDER LOCAL LAW. THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS HYPERX LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED HYPERX OR AN AUTHORIZED REPRESENTATIVE OF HYPERX OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS HYPERX LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Monitors

All Monitor models are not suitable for applications that exhibit static, stationary, or fixed images. Static images may cause image retention damage that may appear as stains or watermarks on the screen. This HyperX Limited Warranty does not cover monitors that are in use for applications that exhibit static, stationary, or fixed images for long periods or for 24-hours per day that result in image retention damage. To avoid image retention damage, turn off the monitor when it is not in use or use a power management setting, if supported by your system, to turn off the display when the system is idle.

Please see HyperX Pixel Policy Overview below.

[HyperX Pixel Policy Overview](#)

What is a pixel?

Short for picture element, a **pixel** is a single point in a graphic image. Monitors display pictures by dividing the display screen into thousands (or millions) of pixels, arranged in rows and columns. The pixels are placed close together so that they appear connected.

A **full pixel** is a combination of one red, one green, and one blue **sub-pixel**.

What are pixel and sub-pixel defects?

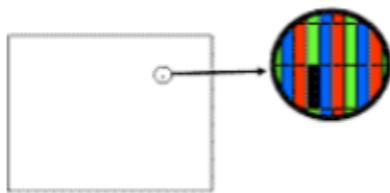
A **full pixel defect** is a bright white dot or very noticeable black dot on the display. No full pixel defects are allowed per HyperX monitor specification.

A **sub-pixel defect** is also referred to as a dot defect.

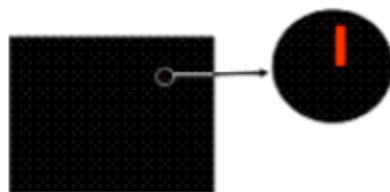
Bright dot sub-pixel defects are permanently "on", displaying a colored red, green, or blue spot on the display at all times.

Dark dot sub-pixel defects are permanently "off", displaying a black dot on the display at all times.

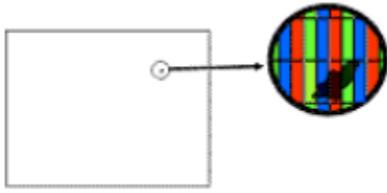
A different type of defect caused by microscopic contaminants within the manufacturing process can also be found. Contamination results in a dark "stain" covering one or several sub-pixels. They are not pixel or sub-pixel defects per say. No contamination is allowed under HyperX policy.



Dark sub-pixel defect - In this image, a dark spot on a white background results from a green sub-pixel, which is in the "off" or dark state.



Bright sub-pixel defect - In this image, a bright spot on a black background is caused by sub-pixels (in this case, a red sub-pixel) in the "on" state.



Debris trapped within the LCD structure can result in dark spots, but under magnification these are distinguished from an "off" sub-pixel, as the shape of the contaminating particle is visible.

Understanding HyperX Pixel Policy

The following policies apply during the HyperX limited two-year warranty period:

Bright sub-pixel defects	2 maximum
Dark sub-pixel defects	5 maximum
Total combined bright and dark sub-pixel defects	5 maximum
Full Pixel Defects pixel defects	0 allowed

Customer Responsibilities

In order to avoid the risk of charges for issues not covered by your HyperX Limited Warranty (issues that are not due to defects in materials or workmanship on HyperX Products), you will be asked to assist HyperX, or the HyperX authorized service provider as follows:

- Provide true, accurate, and complete information when filing a warranty claim.
- Provide an environment that meets HyperX requirements, including protecting products from corrosion, contamination, and spills. For example, to meet HyperX corrosion requirements, the environment must not cause more than 300 angstroms of corrosion per month on silver and copper.*
- Verify configurations, load most recent firmware, install software patches, and run HyperX utilities.
- Implement temporary procedures or workarounds provided by HyperX while HyperX works on permanent solutions.
- Cooperate with HyperX in attempting to resolve the problem using online chat, email, or telephone. This may involve performing routine diagnostic procedures,

installing additional software updates or patches, removing third-party options, and/or substituting options.

- Remove any external options or accessories that would be subject to loss during the replacement process.
- Perform additional tasks as defined within each type of warranty service described below and any other actions that HyperX may reasonably request in order to best perform the warranty support.

* HyperX's requirements are based on ISA G1 (mild) requirements as described in ISA-71.04-1985 Environmental Conditions for Process Measurement and Control Systems: Airborne Contaminants. This ISA standard is available at <http://www.isa.org>. When products are used in ISA G1 (mild) environments, corrosion should not be a factor in equipment reliability.

Types of Product Warranty Service

The types of warranty support service that may be applicable to the HyperX Product you have purchased are described below. **All services may not be available in all countries or regions.** TO THE EXTENT THAT THE FOLLOWING WARRANTY SERVICES AND TERMS OR ANY PART THEREOF IS INCONSISTENT WITH LOCAL LAW, THE WARRANTY SERVICES AND TERMS OR THE CORRESPONDING PART SHALL BE DEEMED MODIFIED TO BE CONSISTENT WITH SUCH LOCAL LAW.

Warranty Service

You are required to cooperate with HyperX, or a HyperX authorized service provider in attempting to resolve the problem by chat, email, or telephone. This may involve performing routine diagnostic procedures, installing software updates or patches, removing third-party options and/or substituting options. If assistance is required, you can contact HyperX technical support, and a technician will help you using online chat, email, or telephone. HyperX documentation shipped with a replacement Customer Self Repair (“CSR”) product specifies whether a defective part must be returned to HyperX for testing, unless otherwise stipulated by applicable local law. In cases where it is required to return the defective part to HyperX, you must ship the defective part to HyperX within a defined period, normally five (5) to fifteen (15) business days. The defective part must be returned with the associated documentation in the provided shipping material. The classification of CSR parts may vary by country or region.

Return Warranty Service

The HyperX Limited Warranty is a commercial guarantee voluntarily provided by HyperX. The contact information for the HyperX entity responsible for the performance of the HyperX Limited Warranty in your country is as follows:

United Kingdom: HP Inc UK Limited Earley West, 300 Thames Valley Park Drive, Reading, RG6 1PT, United Kingdom

Other Countries: To find HyperX Support numbers in other countries, please go to: <https://support.hyperx.com/Contact-Information/>

The HyperX Limited Warranty benefits apply in addition to any legal rights to a guarantee from seller of nonconformity of goods with the contract of sale. These rights expire six years from delivery of goods for products purchased in England or Wales and five years from delivery of goods for products purchased in Scotland. However various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by the HyperX Limited Warranty. For further information, please consult the following link: [Consumer Legal Guarantee](#).

Consumers have the right to choose whether to claim service under the HyperX Limited Warranty or against the seller under the legal guarantee.

This is only applicable in the US and Canada.

To the extent permitted by local law, your HyperX Limited Warranty may include a send-in to inspect and return warranty service. Under the terms of send-in and return service, HyperX would ship to you, at HyperX's expense, packaging for shipping your HyperX Product to HyperX for inspection. HyperX will provide you with a prepaid return label to ship back the product that needs inspecting. You can arrange with HyperX for the return warranty service. For more information, call 1-844-464-9737 in the United States.

You may also select your own courier and pay shipping costs. If you select your own courier, you are responsible for ensuring any HyperX Product shipped to the service location, and you assume risk of loss or damage during shipping. HyperX will inspect the HyperX Product and return it to you if no issue is found or provide a warranty replacement. HyperX will incur all shipping costs for the return inspected product or warranty replacement.

This is only applicable to Europe, Middle East, and Africa

If you are unable to return the product to your original point of purchase or to the authorized HyperX dealer or distributor from whom you purchased the product, you may return the product directly at your own cost to the HyperX service center after first obtaining a Return Material Authorization (“RMA”) number from HyperX. An RMA number is

obtained by visiting <https://row.hyperx.com/pages/support>. In some circumstances, proof of purchase may be required.

Response Times

Response times are based on local standard business days and working hours where the service is being requested. Unless otherwise stated, all responses are measured from the time the end-user customer calls until HyperX has either established a mutually acceptable time for support to be performed, or HyperX has begun to provide support. In some countries and under certain supplier constraints, response time may vary. If your location is outside the customary service zone, response time may be longer.

Technical Support

Technical Support for your HyperX Product, including initial setup support, is available from HyperX via multiple contact methods, including social media, email, chat and telephone.

Support includes assistance with the following:

- Answering your installation questions, such as prerequisites, first steps, and basic “how to” information.
- Setting up and configuring the software and options supplied or purchased with HyperX Products.
- Interpreting error messages related to HyperX Products (including associated HyperX Software).
- Isolating system problems and software usage problems, related to HyperX Products (including associated HyperX Software).

Support does NOT include assistance with the following:

- Generating or diagnosing user-generated / third-party programs or source codes.
- Installation of non-HyperX software purchased separately.
- System optimization, customization, and network configuration.

Contact for HyperX Products

If your HyperX Product manifests a defect in materials or workmanship during the Limited Warranty Period, and the suggestions in the product documentation do not solve the problem, you can receive support in one of the following ways:

- Looking for additional support and troubleshooting information or updated software and drivers from the HyperX Support website at <https://support.hyperx.com/>
- Contact HyperX Support. Before calling, have the following information available:
 1. Product serial number, model name, and product model number
 2. Applicable error messages
 3. Operating system
 4. Product or software issues
 5. Customizations
 6. Detailed questions
 7. Any previous troubleshooting steps

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The information contained herein is subject to change without notice. The only warranties for HyperX products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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