



PARTS ORDERING POLICY

At ICE, we strive to fill EVERY parts order as soon as possible, however we unfortunately and for many reasons cannot guarantee every order ships the same day it is placed.

Orders are processed in the order of which they are received.

Shipping cut off is 2:00 EST, orders must be placed before this time if trying to have shipped same day.

ICE cannot guarantee items will be in stock at the time your order is placed. There are many assemblies especially to our older games that need to be built to order and while we support games for many years, we cannot possibly have every assembly on our shelves.

Sales order confirmation numbers are given at the time your order is placed. Please record this number in a safe place and have ready when calling in for a status update.

Freight is determined by UPS (list rate) based on the weight and size of the shipment.

All orders shipped have a \$10 handling charge added to the freight cost.

Backordered items will have their own shipping and handling charge added to the invoice. Please notify your sales rep if you do not want partial orders to ship.

Online ordering is available at www.icegame.com and is encouraged. This allows you to view a wide range of items and see current pricing for the parts you require.

When ordering via email, please review the order confirmation sent back and notify us of any errors.

Please check boxes for damage upon receipt. Any items that arrive broken must be reported to ICE within 10 days to start the claim process. Photos of the packaging and item are required to file a claim.

Innovative Concepts in Entertainment
10123 Main St.
Clarence, NY 14031
Phone #: (716)759-0360
Fax #: (716)759-0884
www.icegame.com



PARTS RETURN POLICY

Parts can be returned (**UNUSED**) within 30 days of purchase, but customer may be subjected to a 15% restocking fee.

Customer must call the ICE RMA dept to set up an RMA # to return the unused parts. Failure to do so may result in a delay of credit or no credit at all.

Any damages or shortages on PARTS shipments need to be reported to ICE within 10 days. ICE will not be responsible for any missing or damaged parts after this time period.

I.C.E. may also deem other parts as non-refundable at any time, such as:

- Special or custom ordered parts
- Monitors
- Hard drives and video cards
- Consumables (i.e. basketballs / footballs)

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WARRANTY POLICY

I.C.E. Inc warrants all components in new machines to be free of defects in materials and workmanship for the period listed below:

- 180 days on Main PCB's, Computers & Motors
- 1 year on all LCD monitor panels
- 90 days on all other electronic and mechanical components
- 30 days on all I.C.E. repairs and parts purchases

I.C.E. Inc shall not be obligated to furnish a warranty request under the following conditions:

- Equipment or parts have failed through normal wear and tear
- Equipment has been subjected to unwarranted stress, abuse or neglect
- Equipment has been damaged as a result of arbitrary repair/modification

Products will only be covered under warranty by obtaining an I.C.E. authorized RMA #. To obtain an RMA # please provide I.C.E. tech support with the game serial # or original I.C.E. invoice # and a detailed description of the failure or fault symptoms.

I.C.E. Inc will assume no liability whatsoever for costs associated with labor or travel time to replace defective parts. All defective warranty covered components will be replaced with new or factory refurbished components equal to OEM specifications.

I.C.E. Inc will cover domestic UPS ground, or comparable shipping costs during the warranty period. International or expedited shipments are available for an additional charge. To obtain credit defective parts must be returned to I.C.E. Inc, at the customer's expense, within 30 days. After 30 days a 15% re-stocking fee will apply to all returns.

ICE distributors are independent, privately owned and operated. In their judgment, they may sell parts and/or accessories other than those manufactured by I.C.E. Inc. We cannot be responsible for the quality, suitability or safety of any non-I.C.E. part or modification (including labor) that is performed by such a distributor.

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