

Is my video card under warranty?

NORTH AMERICA ONLY

Full warranty information for XFX video cards can be found at <http://xfxforce.com/en-us/Help/Support/WarrantyInformation.aspx>. In short, retail packaged XFX video cards will all have a two year warranty from the date that they are purchased. Cards that qualify for our lifetime or double lifetime warranties must have been registered at xfxforce.com within thirty days of purchase to qualify for those warranties. You may be asked for your invoice when requesting warranty service. If the invoice is not available or not verifiable then the two years would begin at the date that we sold the card. Cards that are sold as refurbished or recertified will have a different warranty that is stated at the retailer, usually 90 days.

To request warranty service from XFX, make a support ticket at <http://xfxforce.com/en-us/Help/Support/HelpDesk.aspx>. Include details of what the problem with the product is and any troubleshooting that you have already done to diagnose the problem. Ensure that you have an up to date address and telephone number filled in at <http://xfxforce.com/en-us/Help/Support/AccountInformation.aspx>.

Fill in the left side of account information, the billing and shipping sections are only used for orders. The address filled in on the left side is what is used for RMA.