



WARRANTY POLICY

Warranty Period: Coastal Amusements, Inc. warranties all parts and components in new games. All parts and components are warranted against material defects and workmanship as follows:

Redemption Games:

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| • Monitors | 1 Year |
| • Proprietary Electronic Hardware, Motors and Computers | 180 days |
| • Other (non-proprietary) Electronic Hardware | 90 days |
| • Mechanical Components | 90 days |
| • Parts Orders | 90 days |
| • The warranty period starts on the 'shipment date' from Coastal Amusements for all domestic purchases, and 30 days after the 'shipment date' from Coastal Amusements for all international purchases. | |

Cranes:

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| • Proprietary Electronic Hardware & Motors | 1 year |
| • Other (non-proprietary) Electronic Hardware | 180 days |
| • Mechanical Components | 180 days |
| • Coils and Gears | 30 days |
| • Parts Orders | 90 days |
| • The warranty period starts on the 'shipment date' from Coastal Amusements for all domestic purchases, and 30 days after the 'shipment date' from Coastal Amusements for all international purchases. | |

Warranty Exclusions: Coastal Amusements, Inc. will not be responsible to furnish parts, components, or service under warranty if:

- Game components or parts have failed through normal wear and tear.
- Game components or parts have failed due to abuse, misuse, mishandling, installation errors or abnormal operation.
- Game components or parts have failed due to damage caused by accident, vandalism, improper service, or service performed by unqualified or unauthorized personnel.
- Game components or parts have failed due to arbitrary or unauthorized modification.
- Game components or parts have failed due to acts of nature, such as fire, flood, wind, earthquake, etc.

Warranty Procedure: Certain procedures must be followed to ensure the game parts and components are covered under warranty and that proper credit is issued for returned parts and components as follows:

- Customer must provide a valid serial number for the game to be serviced.
- An RMA number must be obtained from our Customer Service staff for all warranty parts.
- The RMA number must appear on the return shipping carton to ensure proper credit.
- Defective parts will be replaced with new or factory reconditioned parts.
- Defective parts covered under warranty must be returned within 30 days.
- Defective parts returned after 30 days and before 60 days will incur a 25% restocking charge.
- Defective parts returned after 60 days will receive no credit

1950 Swarthmore Ave. Lakewood, NJ 08701
Phone: 732 905 6662 Fax: 732 905 6815
Website: www.coastalamusements.com