
Warranty Policy

This policy applies to all products manufactured by LongPack.

LongPack warrants each product manufactured by it to be free from defects in material and workmanship from the date of product completion for a period of 2 to 3 years depending on the product type as listed in the **Board Game Products Warranty Policy Instructions and Storage Conditions**.

If there are defects with the product within the warranty period, LongPack will be responsible for the replacement and exchange or rework of the product upon which after our examination, shall disclose to examination results to have been defective. LongPack will be responsible provided that the product has been kept under instructed storage conditions.

LongPack will not be liable for product defects that are not a direct result of manufacturing quality nor does this warranty cover any changes to the product after it has been received by the customer.



Board Game Products Warranty Policy Instructions and Storage Conditions

Type	No.	Product Type	Storage Conditions	Warranty Period
Component Type	1	Printed/Paper materials	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	2 years
	2	Wooden Components	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	2 years
	3	Cloth Bags	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	2 years
	4	PU Foam	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	2 years
	5	Metal Coins	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	2 years
	6	Mouse Pad	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	2 years
	7	Insert	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	2 years
	8	Plastic Mold	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	3 years
	9	Plastic Miniatures	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	3 years
	10	Plastic Dices	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	3 years
	11	Plush Toys	Avoid moisture, fire, high temperatures and avoid contact with direct sunlight and pressure.	3 years

*If your product type is not in this warranty policy statement, please contact your Account Manager for further information.