

# EXCALIBUR GAMING — TERMS & CONDITIONS

YOUR SYSTEM. OUR PASSION. BUILT DIFFERENT.

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## 1. BUSINESS OVERVIEW

Excalibur Gaming provides professional services including gaming PC repair, console repair, controller repair, diagnostics, RGB installation, paint work, customization, deep cleaning, upgrades, cable management, and shipping support.

## 2. CUSTOMER RESPONSIBILITIES

Customers agree to provide accurate information, backup important data, remove account locks when necessary, and disclose known issues before service begins.

## 3. DIAGNOSTIC SERVICES

Diagnostic fees may apply even if repair is declined. Advanced diagnostics may require additional labor charges.

## 4. ESTIMATES & APPROVALS

All estimates are subject to change based on hidden damage, additional failed components, supply shortages, or labor complexity.

## 5. CUSTOMIZATION SERVICES

Customization services may include paint work, hydro dipping, RGB installation, decals, airbrushing, shell replacement, and themed builds.

## 6. CUSTOMIZATION PRICING

Customization labor generally starts at a \$100 minimum deposit. Material prices may fluctuate based on market conditions and supply availability.

## **7. CUSTOMIZATION RISKS**

Customers acknowledge that modifications carry inherent risks including paint imperfections, material reactions, or unforeseen hardware issues during teardown.

## **8. LIABILITY LIMITATIONS**

Excalibur Gaming is not responsible for pre-existing damage, hidden defects, data loss, software corruption, manufacturer defects, or shipping damage.

## **9. DATA LOSS DISCLAIMER**

Customers are responsible for backing up files, games, photos, software, and personal data before service begins.

## **10. TURNAROUND TIMES**

Estimated turnaround times are not guaranteed and may change due to supplier delays, parts availability, or unexpected repair complications.

## **11. DEPOSITS & PAYMENTS**

Deposits may be required for customization projects, diagnostics, special-order parts, or advanced repairs.

## **12. CANCELLATION POLICY**

Customers may cancel service at any time; however, unfinished cosmetic work or disassembly may remain visible until safe restoration is completed.

## **13. REFUNDS**

Unused labor funds may be refunded depending on completed work and materials already purchased.

## **14. ABANDONED DEVICES**

Devices left unpaid or unclaimed for extended periods may be considered abandoned and subject to storage fees.

## **15. SHIPPING SERVICES**

Customers acknowledge risks associated with shipping carriers, transit damage, delays, or improper packaging.

## **16. PICKUP & DELIVERY**

Pickup and delivery availability may vary based on membership tier, technician availability, and location.

## **17. WARRANTY POLICY**

Limited workmanship warranties may apply to qualifying repairs but exclude accidental damage, liquid damage, or unauthorized tampering.

## **18. REFUSAL OF SERVICE**

Excalibur Gaming reserves the right to refuse service involving unsafe devices, biohazards, harassment, fraud, or illegal material.

## **19. MEDIA & PROMOTIONAL CONTENT**

Completed projects may be photographed for promotional use unless privacy is requested before service begins.

## **20. WEBSITE & BRAND USAGE**

All branding, artwork, graphics, and original content remain intellectual property of Excalibur Gaming.

## **21. MODIFICATIONS TO TERMS**

Excalibur Gaming reserves the right to modify these Terms & Conditions at any time.

## **22. FINAL ACKNOWLEDGEMENT**

By using Excalibur Gaming services, customers confirm they have read and agreed to these Terms & Conditions.

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**EXCALIBUR GAMING**

Thank you for supporting a growing small business.