**SHAFT Customer Warranty Form**

We are so sorry to hear that you are experiencing issues with our product. As you may already know, our toys come with a one-year limited warranty with proof of purchase. ***Please*** ***attach an image of your toy for reference and a copy of your receipt/bank statement to this email with the date of purchase clearly visible***, and we will be more than happy to start the replacement process for you! Please read this information carefully and don’t hesitate to ask any questions if needed.

**For USA Residents:** We ask that you please send the defective item(s) back to the address below for inspection **and provide us with the tracking information**.

**Remember, ONLY SEND THE DEFECTIVE TOY! Please don't send any other accessories that came with the toy (charging cable/case/pod, remote, etc.).**

**To continue with the replacement, please copy and paste the lists below and completely fill the information out in your response email -**

**Defective Product Details –**

Defective Product Name:

Defective Product Color:

**Shipping Details –**

Full Name:

Phone Number:

Street Address:

Apt./ Unit/ Suite (if applies to you):

City:

State:

Country:

Zip Code:

You can ship the defective package via a postal service of your choice to the address below:

**SHAFT**

**11668 Tuxford St.**

**Sun Valley CA 91352**

Sending an organized email with all of the information asked above will allow us to process and send out your replacement as soon as the email is received with tracking information. If you have any questions concerning your warranty, please do not hesitate to email us at [info@buyshaft.com](mailto:info@buyshaft.com) or call us at: 1 (800) 999-5530 Ext. 100, Monday through Friday 8am - 5pm PST.

Thank you!

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Customer Service

SHAFT

Phone: +1 (800)999-5530 Ext.100

Email: [info@buyshaft.com](mailto:info@buyshaft.com)