



# CHICAGO GAMING COMPANY

4616 W. 19<sup>th</sup> St. Cicero, IL 60804 - Phone 708-780-0070 - Fax 708-780-9762

www.chicago-gaming.com

## Limited Warranty for Pinball Machines

Chicago Gaming Company (CGC) manufactures a number of different products. This warranty pertains only to pinball machines (Product).

### What does this warranty cover?

CGC warrants to the holder of a valid proof of purchaser that the Product is free from defects in material and workmanship when installed and used normally and in accordance with operation instructions. The purchaser must promptly notify CGC of any claims within the warranty period. The warranty period begins on the date of invoice from the authorized dealer or distributor.

CGC, at its sole discretion, will be liable to repair or replace components which are returned to CGC during the warranty period. CGC will repair or replace any covered part at no charge, exclusive of shipping and handling charges or any labor to install the part. Unless instructed otherwise, all defective products must be properly packaged and returned to CGC, freight prepaid.

### The Limited Warranty covers:

1. Electronic components including the controller board, CPU board, playfield board, power supply board, solenoid driver boards and LCD controller board;
2. Mechanical and other components that fail due to defects in materials or workmanship excluding normal wear and tear;
3. All cosmetic issues must be reported within 30 days of receipt of game.

### The Limited Warranty will not cover:

1. Labor or service calls necessary to replace any part;
2. Any part replacement which is a result of improper installation, shipping or handling damage, negligence, misuse, alteration, modification, abuse, or rust of any kind;
3. Any damage caused by an electrical surge or by intrusion of any liquid, repairs by persons other than our authorized service personnel, fire, theft, acts of God (such as a flood or earthquake), and/or improper electrical connection/modifications.

### Length of Warranty:

Game Version	Electronics	Mechanical & Other Components
Pulp Fiction - LE	24 months	12 months
Pulp Fiction - SE	12 months	6 months
Pulp Fiction - Op	12 months	6 months

### How do I obtain warranty support?

If something goes wrong, contact the dealer from whom you purchased your Product. In most cases your dealer will be able to correct the problem, but if they are not able to do so, you should contact the CGC service department by opening a Help Desk ticket at [www.chicago-gaming.com/support/helpdesk](http://www.chicago-gaming.com/support/helpdesk).

### State Law Rights:

This warranty gives the purchaser specific legal rights, and you may also have other rights, which vary from state-to-state.

### Exclusive Agreement:

This limited warranty is the exclusive and complete agreement between the purchaser and CGC. It supersedes all other written or oral communications related to this Product. There are no other warranties that CGC provides for this Product. All responsibilities in regards to the Products and CGC are exclusively expressed. There are no other express warranties. No one is authorized to make modifications to this limited warranty and the purchaser should not rely on any such modification.

### Limitations:

Any implied warranties are excluded. CGC in no event will be liable for any indirect, special, incidental, consequential, or similar damages. This includes, but is not limited to, the loss of profits or revenue, inability to use the Product, or other associated equipment, the cost of substitute equipment, and claims by a third party resulting from the use of this Product.

## CHICAGO GAMING COMPANY WARRANTY REGISTRATION FORM

PLEASE PRINT CLEARLY:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Name of Distributor: \_\_\_\_\_

Location of Distributor (City, State): \_\_\_\_\_

### Product to register (check one):

- 21000-SE Pulp Fiction - Special Edition
- 21000-SED Pulp Fiction - Operator Edition
- 21000-LE Pulp Fiction - Limited Edition

Please return warranty registration via mail, or -email

Mail to: Chicago Gaming Company  
4616 W. 19<sup>th</sup> Street  
Cicero, IL 60804

E-mail to: [warranty@chicago-gaming.com](mailto:warranty@chicago-gaming.com)