



## **Parts Replacement FAQ**

*I bought my game at a local game or toy store. What do I do if it is missing a component or is damaged?*

Return to the store where you originally purchased the game with proof of purchase, and they will be able to request a replacement copy of the game from Asmodee USA or their distributor. When they receive it, you will be able to exchange your defective copy for a new one, subject to availability and store policy. For issues unrelated to missing or damaged components, your store's regular return/exchange policies will apply.

*I bought my game at a big box store/website (Target, Walmart, Amazon, etc.). What do I do if it is missing a component or is damaged?*

Return the game to the store and follow their current return/exchange policies. Generally, you'll be able to exchange your copy or receive a refund depending on the issue and their inventory as long as you have your original proof of purchase. If you have any questions, please review their return/exchange policies ahead of time.

*I bought my game on Amazon. What do I do if it is missing a component or is damaged?*

Return the game to Amazon and follow their current return/exchange policies. Generally, you'll be able to exchange your copy or receive a refund depending on the issue and their inventory as long as you have your original proof of purchase. If you have any questions, please review their return/exchange policies ahead of time.

*I bought my game from Asmodee USA directly at a convention or from Asmodee USA's web store. What do I do if it is missing a component or is damaged?*

Please contact the web store at [customerservice@asmodeena.com](mailto:customerservice@asmodeena.com) for further assistance with your issue. Requests must be submitted within 6 months of the shipment or purchase date. Please provide images and a clear description of the issue with your game.

*I bought my copy used or from a consumer-to-consumer market. What do I do if it is missing a component or is damaged?*

We encourage you to make sure that all components of a game are present and intact before purchasing a game second hand. Unfortunately, we cannot offer replacements for products that were not purchased directly from our USA retail partners or webstores.

*Why do you not ship replacement parts?*

With the number of quality titles in Asmodee USA's growing library, maintaining an independent stock of elements of each game and expansion became unsustainable. We believe offering the customer service through the store they have purchased the game from will be a better experience.

*Who does this change in parts replacement affect?*

These changes only apply to the United States. If you purchased an English language copy of a game outside of the USA, please speak to the retailer you bought it from in your country as they have different policies.

*What if my question isn't answered here or I'm encountering problems while trying to resolve the issue with my game?*

If you encounter a problem during any of the processes in this FAQ or if your question was not answered, you can contact Asmodee USA directly at [customerservice@asmodeena.com](mailto:customerservice@asmodeena.com) and provide full details on the issue.

**Studio Contacts for Game-Related Questions:**

Atomic Mass: [info@atomicmassgames.com](mailto:info@atomicmassgames.com)

Catan Studio: [Customer Support Page](#)

Fantasy Flight Games Board & Card Games: [info\\_boardcard@fantasyflightgames.com](mailto:info_boardcard@fantasyflightgames.com)

Z-Man Games: [info@zmangames.com](mailto:info@zmangames.com)

**Hobby Retailer Questions:**

If you are a Hobby Store with questions, please contact your Sales Rep directly.