

Return Policy

Returned product(s) must be in the original packaging and include any manuals. We reserve the right to limit returns to unopened products only. Defective product(s) will be replaced with an identical item, upon return. We do not do cash refunds for any product that is opened or accessed via our store interface for Slots and/or games which are available as a download. We will be happy to exchange a slot download for one which you do not have, if you inadvertently purchase the same one more than once.

We do not accept returns of:

- Any product(s) returned more than 30 days after delivery.
- Any product(s) that has been opened (taken out of its plastic wrap).
- Any product(s) not in its original condition, is damaged, played, or is missing parts.
- Any product(s) that were sold as part of a bundle, unless the bundle is returned complete.

Please do not send us product(s) that do not meet the return criteria listed above, as we do not issue refunds for non-qualifying items and cannot return the items to you.

To return a product:

1. Send an e-mail to us (support@phantomefx.com) or call us at 319-266-3656. Our customer service center is open from 9am to 8pm CST, Monday through Thursday, 9am to 5pm CST Friday and Saturday and closed Sunday.
2. We'll notify you via e-mail of your refund once we've received and processed the returned item(s).
3. If your return is due to our error, we will add your return handling costs to your refund.

Promotional Discounts and Returns: Should you return an order that was placed using a promotional code, discount or offer, you will not be refunded for the amount of the code, discount or offer, as these discounts were deducted from the original purchase amount.