**ChapR Arrival Warranty**

Though the ChapR is very durable once in use, occasionally something will slip through our manufacturing checks. If your ChapR arrives dysfunctional, we will replace it for free (and modify our quality assurance process appropriately). However, we can not cover your shipping, simply because of the logistics involved in paying shipping for you. As a nonprofit with an overloaded customer service person, it's just easier to let you figure out shipping yourself (sorry about that). However, you can choose the cheapest shipping you'd like, as we will send your ChapR as soon as we receive a shipping tracking number.

**Cost:**

No cost, besides whatever you pay for shipping.

**Rules:**

The ChapR must never have been operational; it must have been dead on arrival (DOA). This includes things like USB ports not providing power to joysticks, LEDs not even lighting up etc. However, this does not include user error, so please work with us via email to make sure you're using the ChapR properly.

**Procedure:**

1.       Ship the broken ChapR to:

The ChapR Team - c/o Norman Morgan

Westlake High School

4100 Westbank Drive

Austin, TX  78746

2.       Email us the tracking number for the ChapR.

3.       We will ship the new ChapR (letting you cut in front of new customers in the orders line!).

4.       We'll email you to check in and make sure everything is working OK.