

STAR WARS UNLIMITED

Star Wars™: Unlimited – Customer Support Policy

At Fantasy Flight Games, we take pride in the quality of our products and strive to maintain a high standard of care with every product we offer. We value the concerns of our community and aim to meet the expectations that we have achieved over the past 30+ years.

Damaged or Defective Product:

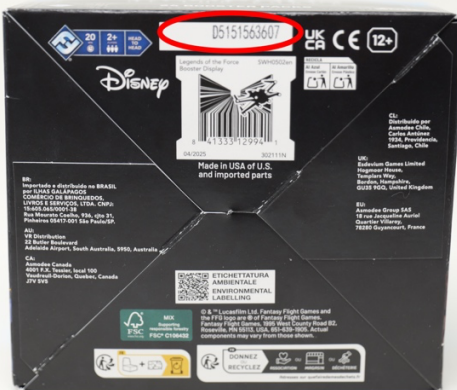
Even though we have a quality control process that meets our expectations and standards, damage from manufacturing or shipping can sometimes occur. If you have purchased a *Star Wars™: Unlimited* product, and the product is visibly damaged, defective, or missing an included item; please return the entire product, including packaging, to the store where you originally made the purchase, with proof of purchase.

When the store receives your return, 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.

Please note that Fantasy Flight Games cannot process returns directly, all such returns must be handled through the original place of purchase.

If you encounter a problem during any of the processes or if your question was not answered, you can contact us directly at Unlimited@FantasyFlightGames.com and provide full details on the issue.

For all contact regarding damaged or defective products, please include a photograph of the 11-digit code number found on the back of the effected product, which will begin with a letter, followed by 10 numbers.



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Organized Play Promo Cards and Packs:

If you receive a visibly damaged Organized Play promo card or pack from an event, please speak to the tournament organizers during the event so that they can assess if an exchange is possible. If you received an Organized Play shipped promo card or pack, please reach out to our customer support team at Unlimited@FantasyFlightGames.com to begin an inquiry within 30 days of receiving said card(s), having never been played, with little to no wear.

Return or Replacements for an Individual Card:

We do not offer single card replacements which means we cannot exchange an individual, damaged card. If an individual card is damaged or defective, please return the entire product, including packaging, to the store where you originally made the purchase, with proof of purchase.

When the store receives your return, 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.

Rules Questions:

We know that sometimes gameplay can raise questions at the table. If there is confusion about a card or its abilities, the quickest way to understand it is to read its ability compared to another card's ability during gameplay and assess with your opponent its outcome.

During official events, refer to the official Tournament Organizer and/or Judge for rules questions. They are the authority in these situations and will determine the outcome during the events you are participating in.

If you have any questions about the rules or need clarification on a card, contact us at Unlimited@FantasyFlightGames.com. Please know that we respond to most inquiries within 2-5 business days; our operating hours are 9:00 a.m. - 5:00 p.m. Central Time.

Issues with Melee.gg:

If you are having issues with your Melee.gg account, please reach out to the Melee team directly through email at: contact@melee.gg or join their discord at <http://discord.melee.gg> for more immediate help.

We appreciate your understanding and support as a *Star Wars*™: Unlimited player. Should you have any concerns about this policy, please don't hesitate to contact our customer support team at Unlimited@FantasyFlightGames.com. Your satisfaction is our priority.

