

Besavior PS5 controller after-sales service

Warranty service

We provide a 3-month warranty for the Besavior PS5 controller. During this period, if your Besavior PS5 controller has product quality problems, we will repair, replace or refund.

How can I get an additional 3 months of extended warranty?

1. Follow any of our social media.
2. Share photos or videos of our products on your social media, and that's it!

The following conditions are not covered by the warranty:

1. The Besavior PS5 controller is degraded or malfunctioned due to physical wear or aging caused by normal use.
2. The user intentionally or negligently damages the product, such as self-modification, misuse, drop, throw or otherwise abuse the product.
3. Unreasonable or excessive use of the product, including commercial use.
4. Electrical damage caused by power surges, lightning, or other sources external to the product.
5. Scratches, dents or other cosmetic changes may alter the product or its original condition.

If you have any questions about Besavior PS5 controller products, please feel free to contact besavior@163.com or log in to Forum.beload.com for consultation. If you need after-sales service, please fill in the besavior PS5 warranty card and email to besavior@163.com.

Warranty

The Besavior PS5 controller comes with a 90-day warranty against manufacturing defects from the date of your product purchase. Defective products within 90 days will be repaired or replaced at our sole discretion. You'll get a prepaid shipping label to arrange shipping so you won't have to pay for any return shipping within 90 days. Shipping costs are borne by us.

This warranty does not apply to consumable parts, such as physical hardware such as casings, buttons, joysticks, etc. that are designed to wear and age over time.

Supplementary note:

*After the warranty period, it can be repaired or replaced for a fee, and the specific cost needs to be determined by the maintenance personnel after inspection.

* Mailing costs: We will bear the postage during the warranty period, and all the postage will be borne by the user outside the warranty period.

*All parts, components, etc. that have been repaired and replaced during the warranty period belong to the company.

Return policy

Besavior PS5 offers returns within thirty (30) days of delivery. For return requirements caused by non-quality problems, including but not limited to personal reasons, if you don't like it, the customer must bear the return shipping fee, and a 15% return fee will be charged for all returned goods.

If you decide to return the product, please fill out the Besavior PS5 Warranty Card and email to behavior@163.com within 30 days of receiving the product. Please return it to our factory within 45 days of receipt.

We accept returns of defective products in their original storage bag with all accessories, manuals and documentation that came with the product. If the item shows any damage or excessive wear, additional charges will be charged based on the cost of repair or replacement. Once we have received the returned products and determined that they are eligible for return, we will contact you to confirm. Please note that it may take up to 7 days for your bank to process the payment.