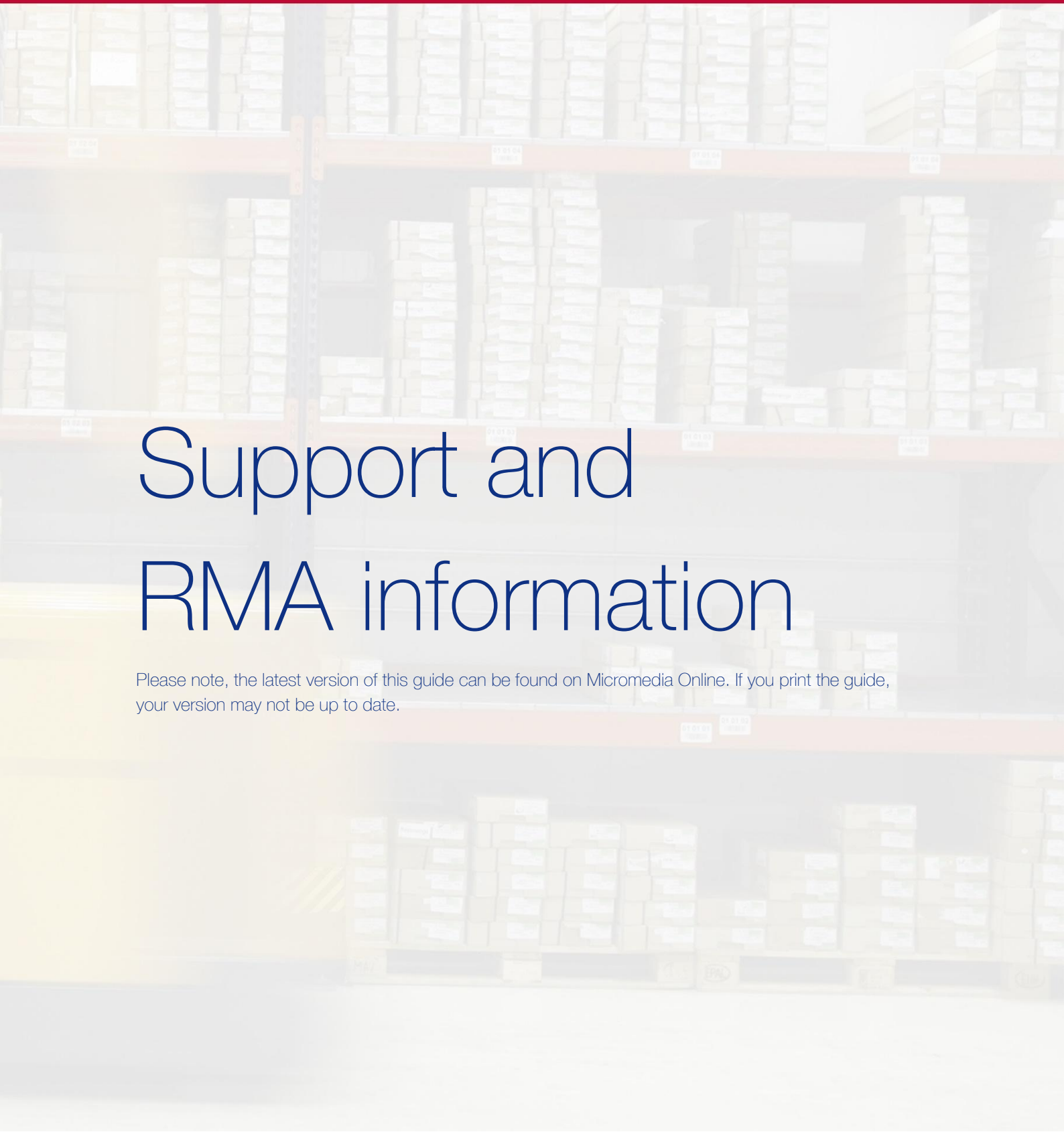


A background image of a warehouse with high industrial shelving units filled with numerous cardboard boxes. The image is faded and serves as a backdrop for the title text.

Support and RMA information

Please note, the latest version of this guide can be found on Micromedia Online. If you print the guide, your version may not be up to date.

Introduction

Please note, the latest version of this guide can be found on Micromedia Online. If you print the guide, your version may not be up to date.

The information in this guide will help you efficiently request a return for faulty products. For most brands, you can contact Micromedia in case of any faults. We will then handle the processing with the supplier for you. For other brands, this is arranged differently at the request of the brand. In such cases, we will be happy to help you find the right method for this.

The first section lists the general return rules Micromedia applies and then the Micromedia contact information by subject. The second chapter lists the brands in alphabetical order. For each brand, it describes how you or the consumer reach the brand's support in the event of a defect report and the subsequent return or repair process, if any, for that brand.

A brand with an * has different return rules from the standard procedure used by Micromedia.

The list of brands is subject to change at any time. If you have a defect of a brand you bought from us but which is not listed in this guide, please contact our RMA department via email.

Disclaimer

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Latest adjustments:

17-07-2026 Added Andaseat, Glorious, Keychron en Tangem + updated ROBO handling inserted
14-07-2026 Added Igloo
07-04-2026 See Sony
05-03-2026 See Microsoft
04-03-2026 Added KOODUU
12-02-2026 Added AOSU, Gamesir, Majority, Rivacase, Thermaltake
12-02-2026 See Sony
28-11-2025 See HyperX
10-11-2025 See HyperX
15-10-2025 See Sony (return Consoles and VR devices)
10-10-2025 Added ASUS
17-09-2025 See Mobicool
27-08-2025 See HyperX
01-07-2025 See Honiture and Trade-Invaders
01-04-2025 See MSI
19-03-2025 See Razer
12-02-2025 See R-Go Tools and Standard Technical Merchandise (STM)
16-09-2024 See 1.2.3 Transport
30-07-2024 See Acer E-steps
20-06-2024 See Microsoft
26-04-2024 Added Acezone and Backbone
26-03-2024 See XtremeMac
20-03-2024 See Mixx, Nanoflow and Soflow
15-01-2024 See Acer and Sony
16-08-2023 See Sony (VR glasses in repair)
07-08-2023 See Sony hardware (added serial and model number placing)
01-08-2023 See Sony Hardware
10-07-2023 See Corsair and DXRacer
27-06-2023 See Mobicool

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1 General rules for defective products

You have sold a product to consumers that turns out to be defective (becomes defective).
The consumer asks you for a solution.

1.1 Ask for support first

Most common defects can be solved by the brand's helpdesk. Most brands solve these problems for consumers faster than you and we can. With some brands, it is even necessary, that your customer contacts the helpdesk of the respective brand first. After agreement from the helpdesk, you and we can handle it further for the consumer. Support desk contact information, where available, is listed for each brand.

1.2 Request rules for defects

Below are the standard request rules used by Micromedia.

1.2.1 Request

You must submit a completed Micromedia RMA form to receive an RMA approval. This form can be requested from your contact. You can also find it on www.micromedia.eu/benelux/en/.

The following are important when submitting a return request:

- The item must have been purchased from Micromedia. Any exceptions to this rule are listed with the relevant brand.
- The item must be demonstrably defective.
- The defect must be clearly defined.
- Proof of purchase from the consumer must be sent with the return request, containing at least the following information: clear item description or EAN code, and date of purchase.
- If applicable, the serial number of the defective item should be specified.

Note! If the form is not filled in completely, we cannot unfortunately process your request.

1.2.2 Agreement or rejection

Within a few working days, you will receive a response to your request at the e-mail address you provided.

Upon approval, you will be assigned an RMA number for the products that are approved.

If (part of) your request is rejected, the reason for rejection will be stated.

Note! The RMA number issued is valid for 2 weeks. This means that products for which an RMA number has been issued must be delivered to Micromedia postage paid within 14 days of this number being issued.

1.2.3 Transport

If you have received an RMA agreement, you must enclose this agreement with your shipment. You shall bear the risk and expense of sending the return.

Note! Defective products must be sent in full (including all supplied accessories, cables, etc.) unless otherwise stated.

If a product is delivered incomplete or incorrectly, Micromedia may not process this item and return it at your expense and risk.

1.2.4 Crediting

Upon receipt and processing of the return by Micromedia, you will receive a credit invoice for your current purchase price.

1.3 ESD and POSA Software

This concerns all software, delivered digitally by Micromedia.

1.3.1 ESD and POSA Support

Your customer can be directed to the support department of the respective brand with questions about the software. Reseller support for all ESD and POSA software is through esd.support@micromedia.eu.

1.3.2 ESD and POSA Return rules

ESD and POSA software cannot be returned unless otherwise specified in your portal.

1.4 Contact details of Micromedia

1.4.1 General contact details

Micromedia BV
Postbus 38303
6503 AH Nijmegen

Phone: +31 (0) 24 645 25 44
E-mail: info@micromedia.eu

1.4.2 Return request due to defect

E-mail: rma@micromedia.eu

1.4.3 ESD support

E-mail: esd.support@micromedia.eu

1.4.4 Shipping address for returns

Micromedia BV
Beurtvaartweg 2
6541 BW Nijmegen

1.4.5 Replacement parts (e.g. for game chairs)

E-mail: fulfillment@micromedia.eu

2 Brands

Acco

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Acer*

Support

Acer takes care of warranty handling itself, with the exception of accessories. (Mice, keyboards, headsets, docking stations, etc.)

Website: <https://www.acer.com/nl-nl/support/contact-acer/service-contact>

Return rules for defects

For RMA requests regarding laptops/notebooks, monitors/displays and desktop/PCs and E-steps, please contact Acer via the website above.

For Accessories, please submit an RMA request to Micromedia on a credit for return basis or exchange based on invoice value.

Acezone

Support

Website: <https://www.acezone.io/en-eu/pages/contact>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Activision

Support

Website: <https://support.activision.com/options>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Adobe

Support

Website: <https://helpx.adobe.com/support.html>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Aerosoft

Support

Website: <https://www.aerosoft.com/en/contact>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Afterglow

Support

Website: <https://support.pdp.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Ahead (Nero)

Support

Website: <https://support.nero.com/en/support/home>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

AKO

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

AKRacing *

Support

Website: <https://eu.akracing.com/pages/contact-us>

Return rules for defects

At AKRacing, parts can be sent to you or your customer for replacement. To do so, send an e-mail to customersupport@micromedia.eu.

If this does not solve the problem, you can request an RMA.

Altered

Support

E-mail: info@twarst.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

AOSU

Support

Website: <https://www.aosulife.com/pages/contact-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Andaseat

Support

Website: https://www.andaseat.co.uk/pages/contact-us?srsId=AfmBOorEMD8shUxVBL3NBWaGse4CztfhJlJieODu1EcMbn_6YYKXmE5h

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Spare parts are available for office chairs. We prefer to send these to the customer first, before the entire office chair is returned.

Arenti

Support

Website: <https://www.arenti.com/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Arozzi *

Support

Website: <https://arozzi.se/support/>

Return rules for defects

At Arozzi, parts can be sent to you or your customer for replacement. To do so, send an e-mail to customersupport@micromedia.eu.

If this does not solve the problem, you can request an RMA.

ASUS *

Support

Website: <https://www.asus.com/nl/support>

Email: follow link: <https://www.asus.com/nl/support/contact/serviceflow/support>

Return policy for defective items

Defective ASUS items must be handled directly with ASUS. Micromedia does not accept returns of ASUS items.

Avermedia

Support

Website: <https://www.avermedia.com/nl/support/contact>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Awox

Support

Phone: +31 (0) 20 69 32 932 (The Netherlands)

Website: <https://cresta-care.com/contact/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Backbone

Support

Website: <https://help.playbackbone.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Bandai Namco

Support

Website: <https://support.bandainamcoent.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Barkan mounts

Support

Website: <https://www.barkanmounts.com/support>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Barts

Support

Website: <https://www.barts.eu/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Bestway

Support

Website: <https://www.bestway.eu/nl-nl>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Bethesda

Support

Website: <https://help.bethesda.net/#en/home>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Bigben

Support

Website: <https://www.bigben-interactive.co.uk/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Bitdefender

Support

Website: <https://www.bitdefender.com/consumer/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Blue Microphone *

Support

Phone: +31 (0) 88 133 4000 (The Netherlands)

E-mail: info@techdata.nl

Return rules for defects

Blue Microphone can only be returned to Tech Data.

Brinno

Support

Website: <https://www.brinno.eu/en/support-download/contact-support>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Cascade (Formerly Dazzle)

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Case Logic

Support

Website: https://help.caselogic.com/s/?language=en_US

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Codemasters

Support

Website: <https://help.bethesda.net/#en/home>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Cooler Master

Support

Website: <https://www.coolermaster.com/faq/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Corel

Support

Website: <https://www.corel.com/en/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Corsair*

Support

Phone: 00800-700-22700 (International)

Website: www.help.corsair.com

Return rules for defects

Spare parts must be requested from fulfillment@micromedia.eu.

The following information is required for an RMA request and for a spare part request

- Serial number of the seat
- Photo of the defective part
- Copy of purchase receipt from the consumer

Cresta

Support

Phone: +31 (0) 20 69 32 932 (The Netherlands)

Website: <https://cresta-care.com/contact/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Curve Digital

Support

Website: <https://curvegames.com/contact/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Dazzle (Henceforth Cascade)

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Deep Silver

Support

Website: www.deepsilver.com/en/support
<https://helpcenter.plaion.com/us/games>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Delsey

Support

Website: <https://www.delsey.com/int/en/c/delsey-warranty>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Delta Children

Support

E-mail: info@twarst.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Deltaco

Support

Website: <https://www.deltaco.eu/en/Pages/Support.aspx>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Denver Electronics

Support

Mail: support@denver-electronics.com

Retourregels defecten

Op dit merk zijn de standaardregels van Micromedia van toepassing (zie hoofdstuk 1).

Diffumo

Support

Website: <https://www.stonesandbones.com/nl-nl/contact>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Dreamgro

Support

E-mail: info@twarst.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Dometic *

Support

Website: <https://www.dometic.com/nl-nl/ondersteuning>

Return rules for defects

All Dometic products come with a warranty period of 24 months after purchase. A warranty period of 12 months from purchase applies to all parts. If you want to claim warranty, you can only do so within the warranty period. You should then always enclose the proof of purchase with your request and submit it to your point of purchase. To submit a warranty request directly to Dometic, you will need a customer number with Dometic.

Your warranty request will be reviewed by Dometic. Excluded from warranty in any case are improper use/fitting/connection, wear and tear and molestation. If your request is approved, Dometic will repair or replace the product. Consequential damage is not compensated (see our general terms of delivery for details).

DXRacer (XL) *

Support

E-mail: support@dxracer-europe.com

Return rules for defects

For DXRacer (XL) chairs, replacement parts can be sent to you or your customer. To do so, send an e-mail to customersupport@micromedia.eu.

If this does not solve the problem, you can request an RMA.

The following information is required for an RMA request and for a spare part request

- Serial number of the seat
- Photo of the defective part
- Copy of purchase receipt from the consumer

DXsire *

Support

No contact details for support known to us.

Return rules for defects

At DXsire chairs, parts can be sent to you or your customer for replacement. To do so, send an e-mail to customersupport@micromedia.eu.

If this does not solve the problem, you can request an RMA.

Ecoflow *

Support

E-mail: support.eu@ecoflow.com

Return rules for defects

All Ecoflow products are guaranteed for at least 24 months after purchase (5-year warranty applies to the following products: River 2, River 2 Max, River 2 Pro, Delta 2, Delta 2 Smart extra battery, Smart Home Panel), subject to valid proof of purchase.

Warranty requests can only be made directly to Ecoflow at support.eu@ecoflow.com.

Excluded from warranty in any case are improper use/installation, wear and tear, acts of war, unauthorised repair or consequences following force majeure-related causes such as fire, earthquakes, floods, etc.

Further settlement will take place through replacement or repair of the product, if necessary, or through a credit invoice for the current purchase price, in consultation with Ecoflow.

Electronic Arts

Support

Website: <https://www.help.ea.com>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Elgato

Support

Phone: +1 888-831-6488 (International)

Website: <https://help.elgato.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Emporia

Support

Phone: +43 (0) 732 777 717 446 (Austria)

E-mail: customercare@emporia.at

Website: <https://www.emporia.eu/nl/contact/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Epic Games

Support

Website: <https://www.epicgames.com/help/en-US/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Epos *

Support

Website: <https://www.eposaudio.com/en/nl/contact>

Return rules for defects

If the support desk has been contacted and they cannot fix the problem, you can follow Micromedia's return rules. (See Chapter 1)

Falcone

Support

Website: <https://impliva.nl/contact-formulier/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Falconetti

Support

Website: <https://impliva.nl/contact-formulier/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Fellowes

Support

E-mail: cs-benelux@fellowes.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Fisher Price

Support

E-mail: info@twarst.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Flight1

Support

Website: <https://www.flight1.com/view.asp?page=service>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Flow Sports

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Focus Multimedia

Support

Website: <https://helpcenter.plaion.com/us/games>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Foscam *

Support

Phone: +31 (0) 50 711 41 23 (The Netherlands)

Website: <https://www.foscam.nl/index.php/helpdesk/>

Return rules for defects

Defective items from Foscam should be dealt with directly with Foscam. Micromedia does not accept returns of Foscam items.

The G-lab

Support

Website: <https://support.the-g-lab.tech/en/support/tickets/new>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Gadget Monster

Support

Website: <https://www.deltaco.eu/en/Pages/Support.aspx>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Gamesir

Support

Website: <https://gamesir.com/nl/pages/support>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Gaiam

Support

Website: <https://www.gaiam.com/pages/contact-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Garett Smartwatch

Support

Website: https://garett.com.pl/en_US/i/Technical-Support/155

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Gecko

Support

Website: <https://www.geckocovers.nl/pages/faq#garantie-retourneren>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Gioteck

Support

Website: <https://gioteck.com/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Glorious

Support

Website: [Contact](#)

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

GTG *

Support

No contact details for support known to us.

Return rules for defects

With GTG chairs, parts can be sent to you or your customer for replacement. To do so, send an e-mail to customersupport@micromedia.eu.

If this does not solve the problem, you can request an RMA.

Harman Kardon

Support

Website: <https://support.harmankardon.com/nl/nl/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Hedgren Creations

Support

Phone: +32 (0) 15 300 560 (Belgium)

Website: <https://hedgren.com/pages/contact-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Hercules *

Support

Website : <https://support.hercules.com/nl/>

Return rules for defects

If the support desk has been contacted and they cannot fix the problem, you can follow Micromedia's return rules. (Chapter 1)

When applying, you must include the serial number.

Herschel

Support

E-mail: customerservice@herschel.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Honeycomb

Support

Website: <https://flyhoneycomb.com/pages/customer-support>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Honiture

Support

Website: www.honiture.com

E-mail: help@honiture.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Hori

Support

Website: <https://hori.co.uk/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

HyperX *

Support

Website: <https://hyperx.com/pages/support>

Return rules for defects

HyperX products, with the exception of DOAs, cannot be returned via Micromedia.

Consumers must contact the brand directly.

- Customer invoice >30 days = Warranty: Retailer may not take back the product, but must refer the customer to HyperX support.
- Customer invoice <30 days = DOA: Retailer returns product to distributor, together with ECI (dated proof of purchase/End Customer Invoice).

Igloo *

Support

Website: <https://www.igloocoolers.com/pages/contact-us>

Return rules for defects

All Igloo products come with a warranty period of 24 months after purchase. A warranty period of 12 months from purchase applies to all parts. If you want to claim warranty, you can only do so within the warranty period. You should then always enclose the proof of purchase with your request and submit it to your point of purchase. To submit a warranty request directly to Igloo, you will need a customer number with Igloo.

Your warranty request will be reviewed by Igloo. Excluded from warranty in any case are improper use/fitting/connection, wear and tear and molestation. If your request is approved, Igloo will repair or replace the product. Consequential damage is not compensated (see our general terms of delivery for details).

Impliva

Support

Website: <https://impliva.nl/contact-formulier/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

JBL

Support

Website: <https://support.jbl.com/nl/nl/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

JBL Car audio

Support

Website: <https://support.jbl.com/nl/nl/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Just For Games

Support

Website: <https://www.justforgames.com/contactus/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Kaspersky

Support

Website: <https://support.kaspersky.com/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Kesbo Sport

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Keychron

Support

Website: <https://www.keychron.com/pages/contact-us?srsId=AfmBOoqG3wk3FuYg0Oo07TITmbyLcEqzgXf0gl0cp4rGJC0nUSUI6CNg>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Kipling *

Support

Website: <https://www.kipling.com/nl-nl/warranty/>

Return rules for defects

Items from Kipling cannot be requested for return through Micromedia. Your customer should contact the brand directly.

Koch Media (henceforth Plaion)

Support

Website: <https://helpcenter.plaion.com/us/games>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Koei

Support

Website: <https://helpcenter.plaion.com/us/games>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Kontrolfreak

Support

Website: <https://www.kontrolfreak.com/pages/contact-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

KOODUU

Support

Website: <https://kooduu.com/pages/faq>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Laxihub

Support

Website: <https://www.arenti.com/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Libratone

Support

Website: <https://support.libratone.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Little Tikes

Support

E-mail: info@twarst.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Magix

Support

Website: <https://www.magix.com/us/support/>

Return rules for defects

Micromedia standard rules apply to this brand (see Chapter 1).

Majority

Support

Website: <https://majority.co.uk/nl/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

McAfee

Support

Website: <https://www.mcafee.com/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Microsoft *

Support

Consumer websites: NL: <https://support.microsoft.com/nl-NL>

BE: <https://support.microsoft.com/nl-nl>

BE: <https://support.microsoft.com/fr-fr>

Resellers ROBO guide: [Resellers ROBO Guide](#)

Return rules for defects

- For Xbox applies DOA = Dead on arrival or 30 days after purchase by the consumer the item is defective

- For accessories that are DOA, the consumer's purchase receipt is required and you can otherwise follow Micromedia's return rules. (Chapter 1), with a dated purchase receipt from the customer.
- Defective after the DOA period, Micromedia cannot accept returns for this. Returns can be requested via Microsoft of ROBO.
- Defective accessories, Typecovers, consoles, Surfaces (laptops) and software may only be returned directly through Microsoft. Micromedia cannot accept returns of these.

ROBO scheme (Return On Behalf Of)

If your customer does not want to contact Microsoft support itself, as a reseller you can still do so via Microsoft's ROBO portal. This only applies to Surface, Surface type covers and Bands (smartwatch) under warranty.

For all other items, your customer will have to follow the procedure through the Myservice sites mentioned above.

See resellers ROBO guide for an explanation of how the Microsoft ROBO portal works.

Mindscape

Support

Website: <https://www.mindscape.nl/contact>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

miniMAX

Support

Website: <https://impliva.nl/contact-formulier/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Mixx

Support

Website: <https://www.mixx-audio.com/pages/mixx-support>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Mobicool

Support

Website: <https://www.mobicool.com/en-de/de/support>

Return rules for defects

Micromedia's standard rules apply to this brand (seen Chapter 1).

Monster (audio, cable, lighting)

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

MSI *

Support

Website: <https://account.msi.com/en/services/apply/step1>

Phonenr. : +31 40 267 6600

Return rules for defects

MSI defective items should be handled directly with MSI. Micromedia does not accept returns of MSI items.

Nacon

Support

Website: <https://www.bigben-interactive.co.uk/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Nanoleaf

Support

Website: <https://nanoleaf.me/en-EU/contact-us/customer-support/>

Return rules for defects

Micromedia's standard rules apply to this brand (seen Chapter 1).

Nero (Ahead)

Support

Website: <https://support.nero.com/en/support/home>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Next Level Racing *

Support

E-mail: support@nextlevelracing.com

The support desk can also provide you with replacement parts.

Return rules for defects

Gaming chairs and cockpits

For gaming chairs and cockpits, parts can be sent to you or your customer for replacement.

To do so, send an e-mail to customersupport@micromedia.eu. The email should contain at least the following information to provide you with quick service:

- MM part number or EAN
- Which part is faulty + a photo
- The consumer's purchase receipt (the GDPR asks you to mask consumer data)

If the part is not available separately, this will be notified and you can still submit an RMA request.

Motion platforms

Your customer needs to contact the helpdesk themselves before you and we can help. This is also stated in the manual provided.

Should the support desk be unable to fix the problem, they will issue an agreement to request the item's return to Micromedia. This agreement from the support desk should be sent along with the fully completed RMA request.

N-Gear

Support

Website: <https://www.n-gear.eu/support>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

NGS

Support

Website: <https://www.ngs.eu/en/Technical-Support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Nighthawk Interactive

Support

Website: <https://www.nighthawkinteractive.com/contact/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Nintendo *

Support

Website: <https://www.nintendo.nl/Service-en-info/Welkom-bij-de-Nintendo-klantenservice-11593.html>

Return rules for defects

Defective Nintendo items should be handled directly with Nintendo. Micromedia does not accept returns of Nintendo items.

NIS games

Support

Website: <https://store.nisaeurope.com/pages/contact-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Njoy

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Noerden

Support

Website: <https://noerden.io/pages/contact-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Nordic

Support

Website: <https://www.deltaco.eu/en/Pages/Support.aspx>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Norton

Support

Website: <https://support.norton.com/sp/en/us/home/current/help-center>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Ottimo

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Parallels

Support

Website: <https://www.parallels.com/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

PDP gaming

Support

Website: <https://support.pdp.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Pebble Gear

Support

Website: <https://www.pebblegear.com/pages/product-support>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Pinnacle

Support

Website: <https://www.pinnaclesys.com/en/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Pixel Pals

Support

Website: <https://support.pdp.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

PixelHeart

Support

Website: <https://www.pixelheart.eu/en/contact-us/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Plaion (Formerly Koch media)

Support

Website: <https://helpcenter.plaion.com/us/games>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

PowerA

Support

Website: <https://www.powera.com/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Q2 Power

Support

No contact details for support known to us.

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

R-Go Tools

Support

Website: <https://www.r-go-tools.nl/rma/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Razer *

Support

Website: <https://support.razer.com/>

Return rules for defects

For gaming chairs, parts can be sent to you or your customer for replacement. The fastest way is directly through Razer (See above). You can also run it through Micromedia. To do so, send an email to customersupport@micromedia.eu.

Defective Razer Blades should be handled directly with Razer. Micromedia does not accept returns of Razer Blades.

For other items, please follow Micromedia's return rules. (Chapter 1)

Red Art games

Support

Website: <https://www.redartgames.com/contact-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Rivacase

Support

Website: <https://rivacase.com/en/contacts>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Roxio

Support

Website: <https://www.roxio.com/en/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Sega

Support

Website: <https://support.sega.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Sennheiser *

Support

Website: <https://nl-nl.sennheiser.com/service-support>

Return rules for defects

If the support desk has been contacted and they cannot fix the problem, you can follow Micromedia's return rules. (Chapter 1)

Smoothskin

Support

Website: <https://www.smoothskin.com/faqs/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Snakebyte

Support

Website: <https://www.snakebyte.com/pages/kontakt-snakebyte>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Soflow*

Support

Mail: b2b@soflow.com

Return rules for defects

All Soflow products have a warranty of 24 months from purchase if accompanied by a valid proof of purchase.

Warranty requests can only be made directly to SoFlow at b2b@soflow.com. Excluded from warranty in any case are improper use/installation, wear and tear, molestation, unauthorized repair or consequences following force majeure-related causes such as fire, earthquakes, floods, etc.

Further settlement will take place through replacement or repair of the product, if necessary, or through a credit invoice for the current purchase price, in consultation with Soflow.

Sony Interactive Entertainment (SIE)* Hardware Support

Website: <https://www.playstation.com/nl-nl/support/>

Return rules for defects

For all defective appliances, consumers will be helped faster if they contact SIE themselves due to processing and transport times between you, us and SIE. For consumers, appliances are collected from their homes and returned by SIE.

If this is not desired, it can be arranged through us according to the rules below.

Return and repair requests can be found in the Return Rules Description. The documents below will assist you in completing the process correctly.

[Handling Sony Defects](#)

Serial and model number placing

Sony serial numbers can be found using these two fill-in assistances.

[Fill-in assistance RMA regular](#)

[Fill-in assistance repair](#)

Sony Software Support

Website: <https://www.sie.com/en/contactus.html>

Return rules for defects

Micromedia's standard rules apply to Sony software (see Chapter 1).

Speck Support

Website: <https://support.speckproducts.com/en/support/solutions>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Speedlink Support

Website: www.speedlink.com/en/support-and-drivers/

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Square (Console en Enix)

Support

Website: <https://www.bigben-interactive.co.uk/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Steelseries

Support

Website: <https://support.steelseries.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Standard Technical Merchandise (STM)

Support

Website: <https://www.stmgoods.com.au/company/warranty/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Streetz

Support

Website: <https://www.deltaco.eu/en/Pages/Support.aspx>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Sudio

Support

Website: <https://support.sudio.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Swiss Digital

Support

Website: <https://www.swissdigital.com/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Take Two

Support

Website: <https://www.take2games.com/support>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Tangem

Support

Website: <https://tangem.com/en/help-center/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Techland

Support

Website: <https://support.techland.pl/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Teknofun

Support

Website: <https://www.bigben-interactive.co.uk/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

The G-lab

Support

Website: <https://support.the-g-lab.tech/en/support/tickets/new>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Thermaltake

Support

Website: <https://www.thermaltake.com/#>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Thomson

Support

Website: <https://www.bigben-interactive.co.uk/support/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

THQ Nordic

Support

Website: <https://eu.store.thqnordic.com/en/contact-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Thrustmaster *

Support

Website: <https://support.thrustmaster.com/nl/>

Return rules for defects

If the support desk has been contacted and they cannot fix the problem, you can follow Micromedia's return rules. (Chapter 1)

When making a request, you must include the serial number.

Trade-Invaders

Support

Website: www.trade-invaders.com

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Thule

Support

Website: https://support.thule.com/s/contactsupport?language=en_GB

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Tucano

Support

E-mail: ordino@tucano.it

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Turtle beach

Support

Website: https://support.turtlebeach.com/s/?language=en_US

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Ubisoft

Support

Website: <https://www.ubisoft.com/en-us/help>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Vonmahlen *

Support

Website: <https://service.vonmaehlen.com/hc/en-150>

Return rules for defects

Defective Vonmahlen items should be dealt with directly with Vonmahlen. Micromedia does not accept returns of Vonmahlen items.

Warner Bros

Support

Website: <https://support.wbgames.com/hc/en-us>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Wellcare

Support

Phone: +31 (0) 20 69 32 932 (The Netherlands)

Website: <https://cresta-care.com/contact/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Wired Productions

Support

Website: <https://wiredproductions.com/contact/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Wizards of the Coast

Support

Website: <https://support.wizards.com/hc/en-us/requests/new>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

Xtorm

Support

Website: <https://www.xtorm.nl/pages/faq#warranty>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).

XtremeMac

Support

Website: <https://xtrememac.com/support-2/>

Return rules for defects

Micromedia's standard rules apply to this brand (see Chapter 1).