



# Razer Enki | RZ38-03720x Support & FAQs

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WARRANTY

Please see our [warranty policy](#) for a complete review of our warranty policy.

You are eligible for Limited Warranty support for the following periods of time commencing upon the date of retail purchase of your Product (Warranty Period).

Product	Warranty Period
2021 and Older Model Laptops	1 year <sup>a</sup>
2022 and Newer Model Laptops	1 year <sup>a</sup> 2-year limited battery warranty <sup>a</sup>
Razer Viper Mini Signature Edition	3 year
Razer Phone and Phone Accessories	1 year
Razer Edge Gaming Handhelds	1 year
Razer Mice	2 years
Razer Keyboards and Keypads	2 years <sup>b</sup>
Razer Headsets, Earphones and Earbuds	2 years <sup>b</sup>
Razer Wireless Mouse and Mat Bundles	2 years <sup>b</sup>
Razer Mouse Mats	1 year <sup>c</sup>
Razer Speaker Systems and Broadcaster Devices	1 year
Razer Controllers and Chargers	1 year
Razer Routers (except Singtel)	1 year
Razer Routers (Singtel)	2 years
Razer Monitors	1 year
Smart Watches and Eyewear	2 years
Razer Case Fans	2 years
Razer Liquid Cooling	2 years

Razer Power Supplies	5 years
Razer Fan and RGB Controllers	2 years
Razer Cases	1 year
Razer System Accessories	1 year
Razer Docks	1 year
Wearable Air Purifiers	1 year
Razer Gaming Accessories	1 year <sup>c</sup>
Razer Rechargeable Batteries for Wireless Devices	1 year <sup>d</sup>
Razer Gaming Chairs	3 years <sup>e</sup>
Chair Frame, mechanisms and armrests	Up to 5 years
Mesh backing and seat pan	Up to 1 year

All new Products will have the Warranty Periods listed above, subject to applicable local law. Certain "end of life", sell out or **discontinued** Products may have a shorter Warranty Period; this will be clearly marked at the time of purchase and the given Warranty Period will be stated at that time. Refurbished Products purchased from Razer.com will have the lesser of a 1 year warranty period or the warranty period as stated above. Refurbished products not purchased from Razer.com will have a 90 day warranty period. If you are uncertain whether your Product is eligible for Limited Warranty support, please **contact** our support team for clarification.

Please note that third-party products may be covered by the product manufacturer's warranty and these warranty terms are exclusively provided by the product manufacturer. Razer does not offer a warranty for third-party products. If you need product or warranty support with your third-party product, please **contact** the product manufacturer. Please consult the product documentation provided by the product manufacturer for details.

If you are uncertain whether your Product is eligible for Limited Warranty support, please contact our support team for clarification.

<sup>[a]</sup> If you are a customer outside of the U.S. and have validly purchased a Razer Extended Warranty for your product, the Warranty Period shall be extended for another one (1) year period, to be a total of two (2) years commencing upon the date of retail purchase of your Razer Product. The Razer Extended Warranty does not apply to batteries. Aside from the change to Warranty Period, the Razer Extended Warranty does not alter any other terms and conditions of the Limited Warranty.

<sup>[b]</sup> Products purchased prior to October 1st, 2018 maintain the original 1 year warranty (keyboards with mechanical switches maintain original 2 year warranty).

<sup>[c]</sup> Warranty period for Razer Firefly HyperFlux is 2 years.

<sup>[d]</sup> Products purchased prior to October 1st, 2018 maintain the original 6 month warranty.

<sup>[e]</sup> Limited Warranty: The Razer Iskur is free from defects in workmanship, materials and construction for three years from the date of purchase. In the event that a defect is found, the manufacturer will either repair or replace the defective item, at its discretion.  
Exclusions and Limitations: This Limited Warranty does not cover cosmetic damage, minor cosmetic abnormalities and normal wear and tear, including without limitation scratches, dents, discoloration and tears in the head pillow, seat cushion, PU leather, Armrest and stitches of the upholstery.



RAZER INSIDER

Have a question? Ask the Razer Community for help! (English only)

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NEED HELP?

Get support by phone, chat, or email

CONTACT SUPPORT