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5 Year Warranty

Warranty includes 5 years parts, and phone support for defective parts only. All shipping and handling charges are the responsibility of the customer. Any damage that is not the result of a defective part, as determined by our technicians and/or staff, will not be covered under the warranty. Any alterations to the arcade machine or any part of it will void the warranty. While your machine is set up to accept almost any JAMMA board, replacing, opening or altering a game board will void the warranty. Any repairs to the machine without the knowledge and written consent of Suncoast Arcade will void the warranty. Any commercial use will void warranty. All decisions by Suncoast Arcade are final.

Return Policy

All sales are final. While we strive to make sure your new arcade machine is packed and shipped with the utmost care, damage can occur during the shipping process. If there is any damage, call us immediately, even if after regular business hours, to report the damage. Take several photos of the damages and email them to us. Returns are only accepted with proof of damage during delivery. If we have determined that the product was likely damaged during shipment, we will request the delivery carrier to pick up your machine or part and ship it back to us. In some cases, we may ask that you return only the damaged part instead of the whole machine. It will be the customer's responsibility to pack or repack the arcade machine/part in a way that will keep it from getting any further damage. We strongly recommend using the original packaging for returns. If the item is returned in the same condition as it was received by the customer and determined that it was damaged during shipping, we will either repair or replace your item and ship it back to you as soon as possible at no cost to you. Freight shipments should be checked for damage before signed for by customer. Any claims for damage during a freight shipment will be the responsibility of the customer. We will help in any way possible with documentation to help the process. All decisions by Suncoast Arcade are final.