



Press release

FOR IMMEDIATE RELEASE

ASMODEE USA DISCONTINUES PARTS REPLACEMENT SERVICES

Roseville, MN – *March 10, 2020.* Effective as of February 18, 2020, Asmodee USA Distribution no longer offers parts replacements services. Asmodee USA remains committed to ensuring customers receive a full, complete game experience and will do so by providing credit to retail partners and consumers.

It's our intention to provide excellent customer service, so if you are wondering how to return defective or damaged games here are some ways to do so:

1. Customers who purchase games from Hobby or Toy & Gift retailers that require parts replacement services will return their games to the retailer from whom they originally purchased it. Retailers can contact us, complete a simple form, and receive a credit for the games. Retailers can find the form on the [Asmodeena.com](https://www.asmodeena.com) site under "Retailers": <https://www.asmodeena.com/en/retailers/>
2. For purchases made directly from Asmodee USA at a convention or our wholly owned e-commerce sites, including Fantasy Flight Games, Z-Man Games, and the Asmodee USA webstores, customers will go through those sites' "Customer Service" links to resolve any parts replacement issues.
3. Games purchased from other physical and e-commerce retailers, such as Target, Walmart, and Amazon, will follow the return and exchange policies set forth by those businesses.
4. If a game received as a gift requires parts replacement services and the original retail store is known, that store's return and exchange policies apply. Customers who cannot contact the original retail store can contact Asmodee USA directly at customerservice@asmodeena.com.
5. If a customer encounters a problem during the above processes, they can contact Asmodee USA directly at customerservice@asmodeena.com and provide full details on their issue.



Retailers and customers can find a FAQ related to this update to the Parts Replacement Program at www.asmodeena.com/customer-service-faq

About Asmodee USA Distribution

Asmodee USA Distribution is a sales, marketing, and distribution arm of the global Asmodee Group, a leading international company dedicated to bringing great games and amazing stories to all corners of the world. Asmodee USA Distribution represents the strongest portfolio of board games in the industry, including such favorite titles as *Catan*, *Ticket to Ride*, *Spot It!*, *Pandemic*, *Just One*, *Dixit*, *X-Wing™*, *Dead of Winter*, and many more.