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My Kickstarter Backer reward broke! Can I get a replacement?

Lloyd W - 2021-10-13 - in [Kickstarter Rewards](#)

Cyan provides an industry standard One Year Warranty, from the date of backers' receipt of the item, for replacement of damaged physical backer rewards.

Rewards damaged in shipping or found to have defects in materials or workmanship within 90 days of backers' receipt of the item will be replaced after the backer has contacted Cyan with visual evidence of the defect.

Defects found between 91 days and 365 days (One (1) year) after the backer received the reward may be replaced at the discretion of Cyan.

Backers' Physical rewards must be claimed within two (2) years of the start of rewards distribution for any Cyan Kickstarter.

NOTE: The *physical* rewards for Cyan's Obduction and Myst 25th Anniversary Kickstarters have now been claimed and no replacements are available.

Please see this FAQ Entry for more details:

<https://support.cyan.com/kb/articles/i-didn-t-receive-my-reward-for-the-cyan-kickstarter-i-backed-can-i-get-my-reward-now>