



Portal > Knowledgebase > Kickstarter Rewards > My reward broke! Can I get a replacement?

My reward broke! Can I get a replacement?

Lloyd W - 2019-12-04 - in Kickstarter 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.

Please contact support@cyan.com and provide a picture and explanation of your damaged reward.