



**AtGames
Legends Platinum Owner
Program Update**

December 1, 2022

**LEGENDS ULTIMATE
MINI**

YEAR-ONE THANK YOU!

For the thousands of you who have been enjoying LPO Membership and providing us feedback since we launched the LPO program in Feb 2022, we want to say, "Thank You"!

We will continue to improve and add benefits to LPO Program to expand LPO members' Legends gaming fun.



**LEGENDS ULTIMATE
MINI**

LPO Program Highlights & Benefits From Launch

LPO HIGHLIGHTS & BENEFITS

★ How to Become an LPO Member:

1. Continuously pay 12 months ArcadeNet® or BYOG subscription; or
2. Accumulate over \$2,000 of purchases on AtGames' E-Store in 12 months; or
3. Purchase an LPO Deal on the AtGames E-Store.

⌚ Current Process:

1. **LPO program** was launched on Feb 10, 2022.
2. By the 15th of every month, newly qualified LPO customers are automatically added as LPO members and receive email notification from AtGames highlighting membership and benefit summary.

LPO HIGHLIGHTS & BENEFITS

LPO Benefits:

1. One (1) year of warranty coverage to all hardware and accessories purchased from the AtGames E-Store;
2. A \$100 value code to purchase any Legends Arcade Pack games and tables at its non-discount price (regular MSRP) on the AtGames E-Store;
3. Access to exclusive monthly LPO Deals.

The background of the slide is a collection of wrapped gifts. The gifts are wrapped in various colors and patterns, including white with blue polka dots, white with red polka dots, white with blue polka dots, and white with red polka dots. The gifts are tied with ribbons in various colors, including blue, white, and red. The gifts are arranged in a scattered pattern across the slide. A semi-transparent orange banner is overlaid across the middle of the slide, containing the main text.

LPO Benefits Upgrade Starting Dec 1, 2022!

LPO BENEFITS UPGRADE

NEW **PREMIUM WARRANTY COVERAGE:** One (1) year extended warranty for all hardware and accessories from the date of purchase on the AtGames E-Store during LPO period.

NEW **FREE GIFT:** One AtGames-select Legends Arcade Pack per quarter as a free gift, total \$100 value free packs a year. (Original unused \$100 code from previous LPO program can be reinstated in lieu of this new free gift option. Please contact Customer Support to have your benefit switch back.)

NEW **FREE EARLY ACCESS:** One day early access for gift arcade packs.

Under the new free gift and early access benefits, all active LPO members up to 12/15/2022 will receive Dr. Seuss Pinball Pack 1 as a free gift on 12/19/2022 (general availability on 12/20/2022). When Dr. Seuss Pinball Pack 2 is released in June 2023, all active LPO members up to 6/15/2023 will receive Dr. Seuss Pinball Pack 2 as a free gift one day before general availability.

NEW **FREE** access to ArcadeNet® Standard paid subscription service.

NEW **FREE** access to Cloud BYOG™ paid subscription service.

NEW **NEW & LPO EXCLUSIVE** A new dedicated **LPO Lounge™** area on E-Store for exclusive discount deals (available from February 1, 2023.)

NEW **EXPANDED DEVICE-SHARE:** Up to 10 Legends devices can be added to the device-sharing list to Universal Arcade Packs. And up to 10 Legends devices can be added to the device-sharing list to ArcadeNet® Standard paid subscriptions and to Cloud BYOG paid subscriptions (available from January 1, 2023).

For full information, please visit <https://arcades.atgames.net/legends-platinum-owner/>.

NEW: ONE FULL YEAR HARDWARE WARRANTY

- Any hardware purchased from the AtGames E-Store during LPO period gets 1-year warranty starting from the date of hardware purchase. This new benefit starts on December 1, 2022.
- ALL products have a 1-year warranty when purchased directly through our AtGames E-Store while their LPO status is still active at time of purchase.

Footnote: If you have multiple LPO memberships stacked, the purchased hardware still can only have a 1-year warranty. The most a product can be under warranty for is one year no matter how long the multiple LPO membership periods stacked is covered.

NEW: FIND YOUR LPO STATUS IN MDL

- Your LPO status can be found in your My Digital Locker (MDL) on your Legends devices (starting December 1, 2022.)
- If you have two or more LPO memberships that are “stacked”, you will see them in the MDL. We will also send you a copy of your membership certificate in email for your record-keeping.
- If you are a valid LPO member but cannot find your LPO Membership in your My Digital Locker, please contact CS support at <https://www.atgames.net/arcades/contact/>

NEW: LPO TIME PERIODS BECOME STACKABLE

Multiple time periods of LPO memberships become “stackable”. When you have LPO periods overlapping, the new time periods are stacked back-to-back to your current LPO membership’s term. This new benefit feature starts December 1, 2022.

LPO BENEFITS UPGRADE SUMMARY

Feb 2022 – Nov 30, 2022	Benefits Upgrade Starting Dec 1, 2022
1. One (1) year of warranty.	1. Change to: One (1) year of warranty for all hardware and accessories from the date of purchase on the AtGames E-Store during LPO period.
2. A \$100 value code to purchase Legends Arcade Packs.	2. Change to: One selected new pack for free gift per quarter, total \$100 value free packs a year. Switch-over time is 12/1/2022.
3. Access to monthly LPO Deals.	3. Change to: A dedicated LPO Lounge page exclusive for LPO members to purchase special deals. Switch-over time is 2/1/2023.
	4. LPO members will have free access to ArcadeNet® Standard paid subscription service (starts 12/1/2022).
	5. LPO members will have free access to Cloud BYOG™ paid subscription service (starts 12/1/2022).
	6. LPO becomes “stackable” – when you have multiple LPO periods overlapping. Your LPO valid periods are now stacked back-to-back (starts 12/1/2022).
	7. LPO members will have up to 10 device-share for universal game packs/pinball packs, ArcadeNet® and Cloud BYOG™ (starts 1/1/2023).

FAQ for LPO Upgrades

FAQ

1. Why am I not an LPO? How can I join or purchase LPO program?

A: Please see page 4.

2. I think I am in one of the groups on page 5, but I didn't receive my email re: LPO. Where can I find info about the LPO name list?

A: Please find your activated LPO Certificate in My Digital Locker (MDL). If you don't find any LPO Certificate in MDL, please contact CS Support at <https://www.atgames.net/arcades/contact>.

3. After purchasing the LPO Membership Deal, what is the process to be listed as a LPO member?

A: **Prior to December 1, 2022:** You would receive an email notice with the LPO \$100 value coupon. If your E-Store account email address was the same as your Legends ID/ArcadeNet account email address, then your one-year ArcadeNet® code would also be sent to MDL at the same time.

Starts December 1, 2022, an LPO Certificate will be sent to you in email. You will also find the info in your MDL if your E-Store account email is the same one as your Legends ID account email.

4. Since the LPO status starts immediately from the E-store purchase of it, is any hardware purchased from the E-Store after this LPO Membership fall under LPO warranty?

A: Yes. LPO 1-year warranty is effective on the purchase date following your LPO purchase deal to become an LPO member. You must be a LPO member prior to making your hardware purchase to be covered for the 1-year warranty.

5. When I get LPO status, are my products I currently own that were purchased from the AtGames E-Store covered under the 1-year warranty?

A: No. Your previously purchased products are under 90 days US Standard Warranty. Only products purchased from the AtGames E-Store while having LPO status is covered under the 1-year warranty.

6. If I purchase LPO, can my ALU purchased from Sam's Club be applicable to the 1-year warranty?

A: No. The LPO warranty only covers the hardware and accessories purchased from the AtGames E-Store.

7. I am currently a paid subscriber of ArcadeNet® Standard for the last six (6) months. If I purchase an LPO Membership from the E-Store to get free ArcadeNet®, may I be refunded for the remaining subscription fee?

A: No. As the ArcadeNet® Standard free access comes with the LPO membership and follows the LPO period. However, you may un-subscribe your paid ArcadeNet® subscription before the next renewal date.

8. If I am a current LPO member and I purchase an LPO Membership deal from the E-Store, what happens?

A: The new 1-year period is automatically stacked back-to-back to your current membership's term. The system will do the stacking and show the info in MDL. If your E-Store account is different from your Legends ID Account, you may need to manually redeem the LPO deal code to stack up your new year LPO; or please contact CS Support at <https://www.atgames.net/arcades/contact/>.

9. What if I purchase multiple LPO Membership Deals? How does that work?

A. Please refer to the answer from question #7.

10. How can I know when my LPO is going to expire?

A: When the LPO Certificate is available after December 1, 2022, you can go to MDL to check your LPO history/status. AtGames will also send a notification reminder two (2) weeks prior to the expiry date. Till then, if you are not sure about your LPO expiry date, please contact CS Support at <https://www.atgames.net/arcades/contact/>.

11. What happens when my LPO year ends?

A: The quickest way to extend a LPO year is to purchase a LPO Membership Deal on the AtGames E-Store.

12. If I purchase a device or accessory from the AtGames E-Store, but my LPO status is almost up, what is the warranty?

A: The device or accessory will have 1-year warranty from the date of purchase. See answer #4 as well.

13. If my LPO status ends in 1 day and I purchase an ALU from the AtGames E-Store, is it covered for 90 days standard warranty or 1-year LPO warranty?

A: Your ALU is covered for 1-year warranty if you purchased it while having LPO status even it's purchased at the last day of the LPO period. Please see answer #12.

14. How are things covered when going into the next LPO membership that was stacked? Is it only the product purchased when the new stacked LPO membership is active? Or is it covered under the 1-year warranty and anything prior to that LPO membership becoming active is not covered?

A: The previously purchased hardware products from the first year of LPO will still be covered for one full year warranty from the day they were purchased but their warranty will not be extended after the second year of LPO is stacked. The most a product can be under warranty for is one (1) year.

15. Will the up to 10 EXPANDED DEVICE-SHARE be expanded to everyone or just LPO owners?

A: 10 Expanded Device-Share is a premium feature upgrade for LPO only. All non LPO members will continue to have the 6 devices count for Universal Arcade Packs, ArcadeNet Standard subscriptions, and Cloud BYOG paid subscriptions.

16. I received the LPO \$100 value code for digital pinball tables from email. When I entered the code to purchase the table deals, it did not go through. Why didn't it work?

A: **Prior to December 1, 2022**, the LPO \$100 value code used to be for purchasing any game packs or pinball packs at their non-discount price (MSRP) on the AtGames E-Store. It's not applicable to pinball tables with promotional prices and it can only be used one time.

After December 1, 2022, the earlier issued LPO \$100 value code expired and the benefit program switches over to one selected new Legends Arcade Pack for free gift per quarter, total \$100 value free packs a year. This new benefit replaces the \$100 coupon. The switch-over time is 12/1/2022. Under this new benefit, all active LPO members up to 12/15/2022 will receive Dr. Seuss Pinball Pack 1 as a free gift when generally available on 12/20/2022. When Dr. Seuss Pinball Pack 2 is released in June 2023, all active LPO members up to 6/15/2023 will receive Dr. Seuss Pinball Pack 2 as a free gift. If you did not use your \$100 value coupon and would like that instead of the new benefit, contact CS.

For full information, please visit <https://arcades.atgames.net/legends-platinum-owner/>.

17. I understand that my unused \$100 coupon code is switched over to the new \$100 gift codes benefit for everybody. However, I really don't want that new \$100 gift codes and wish to use the \$100 coupon to purchase codes at full price (non-promotional price). Can you allow me to do so?

A: Yes, please contact us at CS. We will manually support you with this process. You will be removed from the \$100 gift codes list, and we will instead send you a new valid \$100 E-Store gift code valid toward the purchase of table/game packs at normal retail value.

If you still have issues on the \$100 code, please contact CS Support at <https://www.atgames.net/arcades/contact/>

For full information, please visit <https://arcades.atgames.net/legends-platinum-owner/>.



THANK YOU FOR JOINING US ON THIS JOURNEY!