

LEGENDS 4K™ - LOGISTICS FAQ

01. How does the Legends Pinball 4KP ship?
A: The Legends Pinball 4KP will ship via FedEx in two separate boxes. You will receive a tracking number for each box, which may be shipped separately.This could lead to the individual boxes arriving on different days.

Box one contains your main playfield, guide, and assembly hardware. This box measures 43” x 21” x 21” and weighs 83 lbs

Box two contains your backbox display, pinball legs, and topper. This box measures 26” x 12” x 32” and weighs 55 lbs.

02. How long will the delivery take?
A: Typically, your package should arrive within 7-10 business days after the Legends Pinball 4KP has been shipped. Please note that shipments are picked up in bulk by the shipping carrier. In some cases delivery may occur sooner. If it takes longer, please reach out to support at https://atgames.net/contact/ or if for any reason this method is unavailable, send an email to support@atgames.net. Your tracking information is sent to the email address that was used to make the purchase. For example, many customers use PayPal to make purchases in the AtGames E-Store. If that email address is different from the email address you use for your Legends Account, you may be looking in the wrong place. You need to check the email account used to make the purchase for your tracking information. Additionally, please make sure to check your spam/junk folder as well

03. Is the delivery time flexible?
A: We understand that you might not always be available at the scheduled time for delivery. In case you need to modify your delivery after it has been shipped, you should immediately reach out to the shipping carrier (https://www.fedex.com/) for further support and assistance.

04. How do I receive a copy of my order invoice?
A: We ship all packages with an invoice that can be found along with the product. If you need a copy of the invoice, we can email it to you. To request the invoice, please reach out to support with your order number at https://atgames.net/contact/ or if for any reason this method is unavailable, send an email to support@atgames.net.

05. How do I track my AtGames E-Store order?
A: If you have placed an order and you want to check its status, you can view this from your AtGames E-Store account.

Step 1 - Go to the AtGames E-Store
Step 2 - Go to My Orders (under the Account icon)
Step 3 - Click on the order you want to track.
Step 4 - If your Legends Pinball 4KP has shipped, you will see the tracking number listed. You can also check the status of your order on your phone by clicking the “Enable updates via SMS” button.

Make sure the listed phone number is valid (if not, you can edit it by clicking on the edit icon next to the field). The updates on your orders will be messaged to you on your phone.



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06. I received a tracking number but the status shows it is not available or has not been picked up?
A: Please note that shipments are picked up in bulk by the shipping carrier. Tracking information may not be updated for several days, as the device/unit will be picked up, transported to a central shipping hub, and then unloaded, scanned, and directed to the destination facility and final shipping location. This can result in receiving a tracking number up to 96 hours before you may see the tracking information indicating that the item is in transit. Additionally, this process is that of the carrier, not AtGames, and cannot be altered or diverted from our end. Any and all inquiries related to the tracking and progress of your shipment should be directed to the carrier at (https://www.fedex.com/)

07. I have received my shipment, but the package(s) look damaged. What should I do?
A: If you receive your product(s) and there is obvious damage your first step should always be to reach out to FedEx (https://www.fedex.com/) for further guidance and then notify AtGames via a support ticket at https://atgames.net/contact/ or, if for any reason this method is unavailable send an email to support@atgames.net. You will want to make sure to include the following information.
Your order number
Photos of your tracking label(s)
Photos of the damaged package(s)
Reference number or claim number from FedEx.
Do not open the item(s) unless instructed to do so by a customer service representative.

08. I received my shipment and the packaging looked fine. Once I opened it I found that my item(s) are damaged. What should I do?
A: If you receive your product(s) and upon unboxing the item(s) you find that there is damage, your first step should always be to reach out to contact AtGames via support ticket at https://atgames.net/contact/ or if for any reason this method is unavailable send an email to support@atgames.net. You will want to make sure to include the following information.
Your order number
Photos of your tracking label(s)
Photos of the damaged
Please Note: **Do NOT throw away your packaging materials**

09. I received my product(s) and everything is great! Can I discard the packaging?
A: It is not recommended. It is important to retain all packaging materials for the entirety of your warranty period so that in the event you have an issue and need to make a return, you have packaging to do so. AtGames will provide you with a return label to replace the original shipping label. If, for any reason, the packaging is disposed of, please be aware that additional fees may be applied if a package box is needed.

10. How do I contact your team?
A: You can contact us through the following contact form: https://atgames.net/contact/ or if for any reason this method is unavailable, send an email to support@atgames.net.

Please Note: Standard warranty and support services are valid with receipt from an authorized retailer. Purchases through third-party sellers and resellers do not fall under the standard warranty and support program. For warranty support, please contact the third-party seller, or reseller, where you purchased the product.