ELECTRUM
SABERCRAFTS

Congratulations on your new Electrum Lightsaber! Your new saber is powered by the StarBird Saber Core, and features these components in your package. Confirm that these components are in the box. If your package is missing any of these components, contact the Electrum Sabercrafts team at **info@electrumsabers.com**

*Saber Drawing is an example. Your Saber Model may differ.

3-Point Touch Switch

USB-C Charge Cord

Set Screw Hex Wrenchs
(2 Sizes Provided*)

* 3/32 Hex Key - for button screws
* 5/64 Hex Key - for blade retention screws

Saber Pommel

Saber Speaker Cap
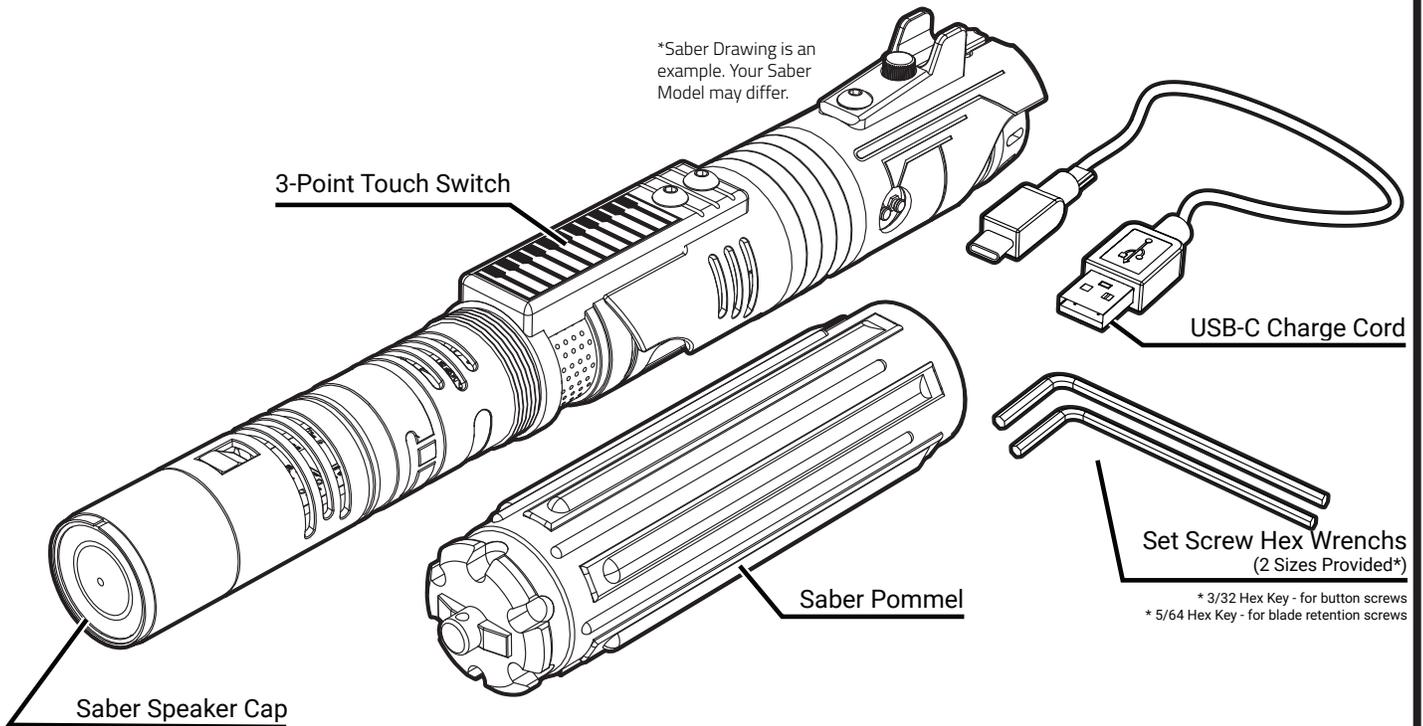
⚠ YOUR LIGHTSABER IS DESIGNED TO USE A CHARGE ADAPTER OUTPUT OF 5V (VOLT) 2A (AMPS) OR HIGHER.

When charging the saber, it is strongly recommended that you use a charger with an output of at least 5V 2A.

Your lightsaber features a rapid charge circuit that can charge your saber battery from 0% to full in just under 1 hour when using the correct power supply.

Most USB wall charger adapters will feature a text box with the output power rating. Check your charger to ensure your charger outputs the correct 5V 2A power supply. Input value does not matter. (See reference image to the right).

MODEL: ABC-001
INPUT: 100-240V~
              50-60Hz 0.5A
OUTPUT: 5V ⎓ 2.0A
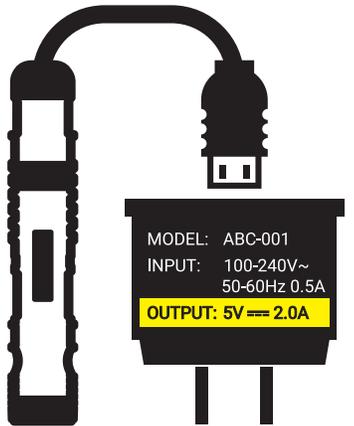
⚠ **DO NOT attempt the remove the internal electronics saber chassis!** Doing so could damage the electronics and void your warranty.

⚠ When charging the saber, be sure to place the saber in a position where the saber cannot fall/be knocked onto the floor. The hilt could land on the charge cord itself and damage the charge port.

Basic Operation
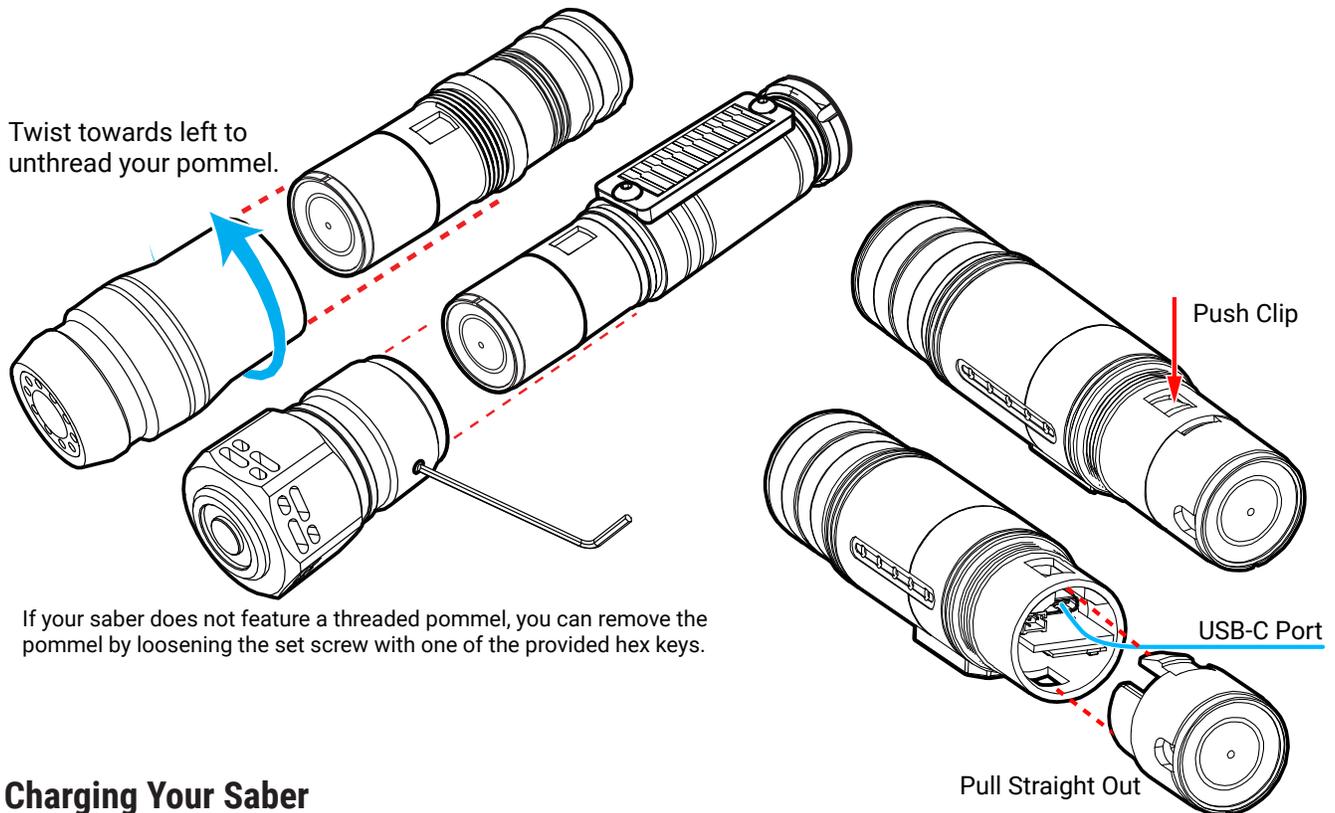
Twist towards left to unthread your pommel.

If your saber does not feature a threaded pommel, you can remove the pommel by loosening the set screw with one of the provided hex keys.

Push Clip

USB-C Port

Pull Straight Out

Charging Your Saber

To access the USB-C Rapid Charge Port, you will need to remove the speaker housing at the end of your saber. This housing is press fit.

To remove it, simply press in the clip located on the back of the saber, inside the pommel, and then pull the speaker cap straight out. You will see the USB-C Port on the bottom of the StarBird Saber Core.

You should charge the saber before use with the provided USB-C cable, using a power supply rated for at least 5V (Volt) 2A (Amp). The saber takes approx. 1 hour to charge from 0%. When the saber is charging, the switch LEDs will flash one at a time, from bottom to top. When charging is complete, the switch LEDs will all illuminate solid.

When disconnecting the USB-C cable from the saber, hold the saber core in plce with your other hand to ensure you do not pull the core as well.

⚠ **The saber will "trickle charge" after reaching 100% bettery level, and can be left on the charger without damaging the battery or saber.**

Basic Operation

Top Button

Middle Button

Towards Blade

Bottom Button

Towards Pommel

Shake hard, or Tap hard several times to wake from Sleep Mode
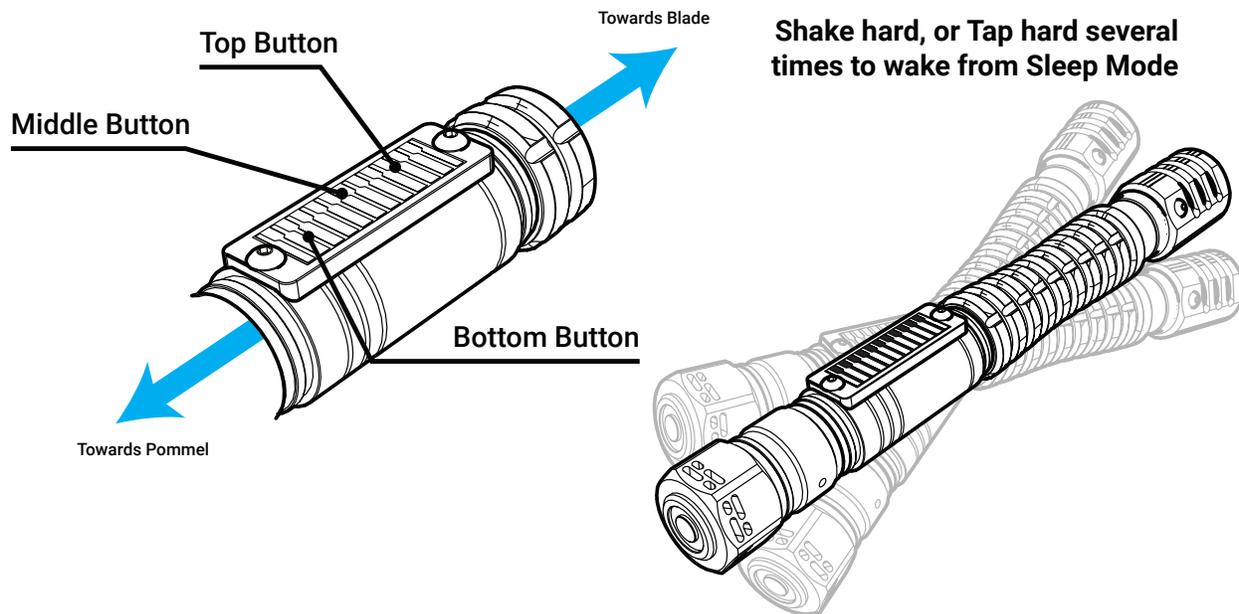
Auto Sleep Mode

The StarBird Saber Core features an intelligent "Sleep Mode", that conserves power automatically when it is not in use. This mode activates after the saber is OFF (blade unlit) and idle for 10 minutes.

When this mode is triggered, the saber will not activate.To disengage Sleep Mode, use the "Shake-to-Wake" feature, and firmly shake or tap the saber a few times. The saber will play a boot sound, and you'll be able to activate the saber.

Touch Switch Operation

Each Electrum Saber Touch Switch has 3 points of activation: the top, middle, and bottom buttons. These each have a special feature associated with them, and can be reprogrammed using the Unity II App.

By default saber activation is set to the bottom button. Hold the bottom switch button to power on the saber blade. To deactivate the saber, hold the top switch.

⚠ **The switch automatically calibrates to the environment on each power off. The switch button requires both touch and pressure to operate.**
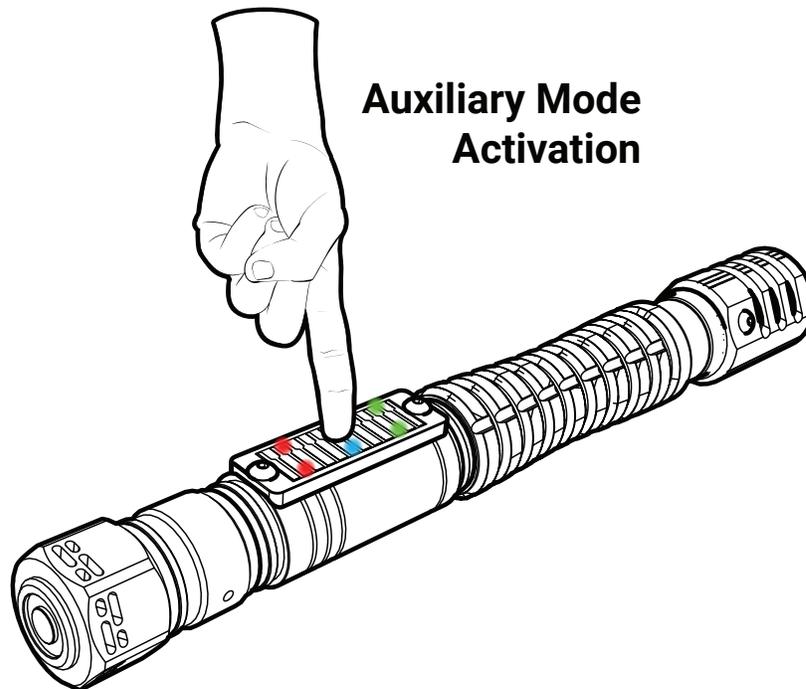
**Auxiliary Mode
Activation**

Auxiliary Mode Menu

The Auxiliary mode menu allows you to change your Volume, Sound Bank, and User Profile directly on the saber. This menu is accessed by holding the middle button on the switch while the saber is in a level horizontal position. The saber will play an audio effect telling you which menu is active. When the saber plays the audio queue, you can release the middle button. Tap the top or bottom switch button to cycle through options, or tap the center to navigate to the next menu. Hold the center button, or swing the saber to exit the menu.

Menu Navigation Options:

Volume   Top button will increase volume, bottom button decreases volume.

Profiles   Top and bottom buttons cycle through your saved User Profiles.

Sound   Top and bottom buttons cycle through all sound fonts present on your SD card.

Also note, when you change your Volume, Blade style or Sound Font using the Auxiliary menu, the saber will remember the last setting used when it is next activated, but will reset back to the user profile values if you restart the saber by charging. If you wish the permanently change the sound or color of the User Profile, change its settings with the Electrum Unity II App.

AUTO Blaster Mode Activation

Blaster Effect Motion

Hold saber pointing down to deactivate
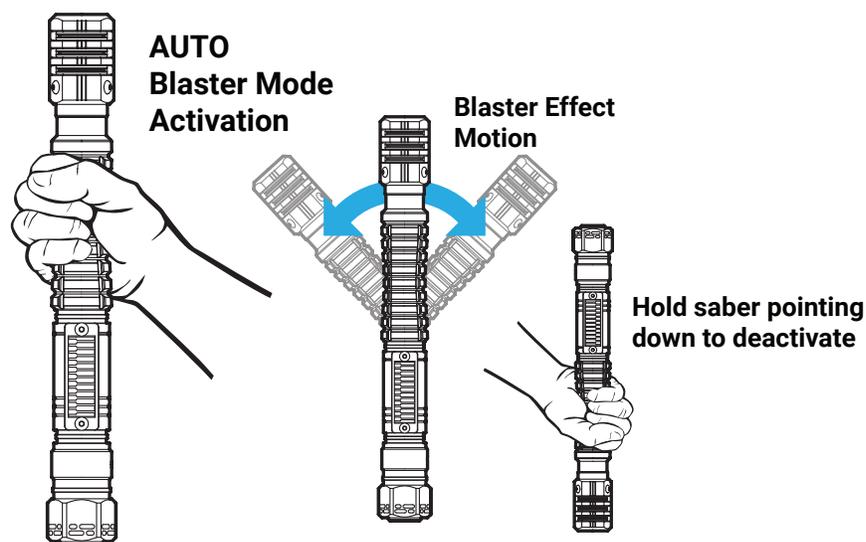
Auto Blaster Mode

To enter Blaster Mode, hold the saber in a **vertical position** for a few seconds. Once Blaster Mode is active, swing the saber left and right to create blaster effects. The arc in which you must swing the saber to activate blaster effects can be set using the Electrum Unity II app.

A blaster effect is activated if you swing the blade across the center line (straight up) within the arc angle specified.

To exit Auto Blaster Mode, hold the saber blade pointing straight down for a few seconds.

Manual Blaster Mode

If you use the Electrum Unity II app to set Auto Blaster Mode OFF, Blaster effects can instead be triggered by tapping the a switch button that you set using the Unity II App.

⚠ **Blaster Mode will only activate if the sound font in use contains blaster sound files. If they are not present, the saber will not enter Blaster Mode.**

Sound Fonts

Adding Sound Fonts

All Sound Fonts on your Electrum Saber are stored on the onboard memory, which can be accessed via the USB-C port on your saber core.

To add sound fonts, connect the saber to a computer using a USB-C data cable, and drag your entire sound font folder onto the saber internal folder. Do not use special characters or spaces in the folder name. Also, **ensure that your fonts are not stored in a sub-folder inside the main folder.** Once all your folders are loaded, you can disconnect the saber from your computer. Your fonts should now be selectable. If your font isnt appearing on the saber, consult the **Troubleshooting** section at the end of this manual.

Your sound font folder should contain only WAV audio files, no sub folders or other file types.

Push Clip

USB-C Port

Pull Straight Out
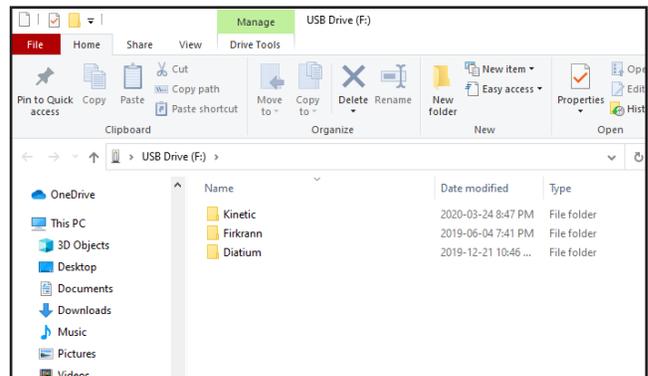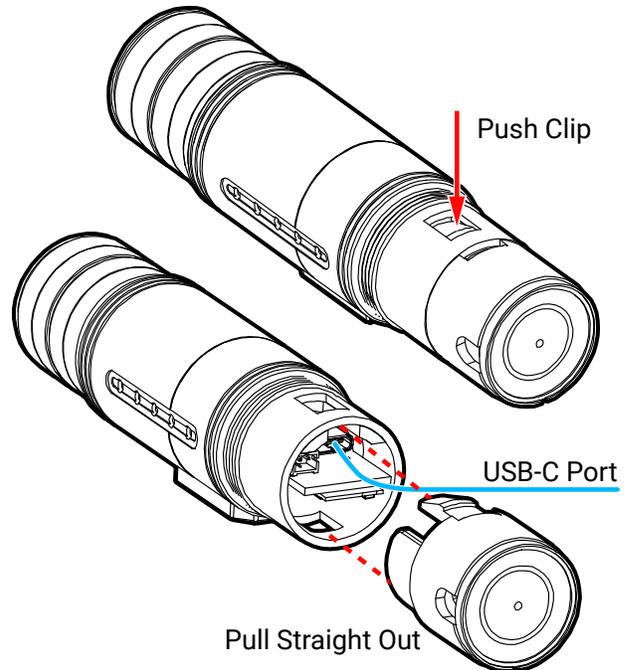
⚠ **Sound Font folder and file names should not contain special characters (@, #, $, etc.).**

⚠ **Use ONLY 44.1kHz High Definition Sound Fonts.**

Updating Your Saber Firmware

Updating Your Saber Firmware

The firmware on your saber is easily updated using the USB-C port to connect to your saber storage.

To update your StarBird Core firmware, visit the StarBird Core webpage at:

www.electrumsabers.com/starbird

and download the latest update file listed there.

Once you have the update file ready, connect the saber to a computer using a USB-C data cable, and place the Update.cry file you downloaded directly into the root of your saber storage folder.

When you have finished transferring the file, disconnect the saber from your computer.

During the update process, your sabers switch plate LEDs will all illuminate. The center switch LEDs will flash quickly as it is applied.

Once the update is completed, the switch lights will turn off, and a boot sound will play. Once the boot sound plays, your saber update is complete!

Push Clip

USB-C Port

Pull Straight Out

	Name	Date modified
★ Quick access		
☁ Creative Cloud Files Per	DarkWraith	2021-12-03 11:31
	Diatium	2021-08-03 10:13
☁ OneDrive - Personal	Fracture	2021-10-19 11:03
	HeartOfTheGuardian	2021-12-03 11:31
💻 This PC	Kinetic	2021-12-02 1:48 P
	Leadership	2023-04-17 11:15
💾 USB Drive (I:)	MantleOfTheForce	2021-12-03 11:31
	PitchBlack	2021-12-03 11:31
🖧 Network	System	2023-12-15 3:35 P
	Update.cry	2024-02-05 9:29 A

⚠ **Ensure that you use the correct firmware version for your saber. Using the wrong firmware files (I.E. Diatium3 Saber Core files) will have no effect on your saber.**

⚠ **Ensure your saber battery is charged before updating**

Blade Overview & Operation

Your Smart Saber® features a set screw in the emitter that is used to hold the blade. This screw needs only a friction fit to hold your blade. Use the provided hex key to set or remove the blade.

Standard and Dueling Blades (In-Hilt LED)

The standard blade setup, otherwise known as "In-Hilt LED", are hollow blades that feature no electronics inside, and are lit by an LED inside the hilt.

To maintain these blades, use the provided dust cap when the blade is not inserted into the emitter. This will prevent specks from affecting the look of your blade. To remove any scratches caused by using your blade, you can refinish the blade with a fine grain scouring sanding pad along the length of the blade.

Standard Blade with Diffusion Film

These blades also feature diffusion film inside the blade. Be careful not to twist or remove this film. It will naturally flex with the blade.

Pixel Blades

The Pixel Blade features LEDs inside the blade itself, so the blade can perform scrolling effects and other animations that can be set with the Electrum Unity II App. The hilt connection uses a brass, spring loaded pin system to connect to the blade. This system is resilient, and eliminates the need to insert the blade in a specific orientation. Ensure that the blade is firmly pressed against these pins to avoid color errors and poor performance. You should ensure that the emitter is free of any debris before connecting a blade to avoid damaging the pins or the blade itself. Check the blade side connector as well for dirt or debris.

Blade Connection   **Hilt Connection**

⚠ **Electrum Sabercrafts does not warranty the Pixel Blade for full contact dueling.**

⚠ **DO NOT over-tighten the blade set screw. A firm friction fit is enough to hold the blade for even heavy dueling sessions. Overdriving these screws can damage both your blade and the threading on your hilt.**

Troubleshooting

Resetting the Saber

Your saber will restart all operating functions after being disconnected from a charger. This process will reset the sabers internal controls, but will not erase any settings. This is helpful for low power situations, or if you need to forceably reset the saber manually.

You may encounter a scenario were you want to restore your factory settings, or refresh some aspects of the saber, as in the case of loading sound fonts. The Saber has **Soft Reset** function, which will reset your saber while leaving your user profiles and color banks intact, and a **Hard Reset** function which will restore the Saber to factory settings, and reload all sound banks. Both resets will recalibrate the Touch Switch.

> ⚠ **All custom settings, including Kinetic Engine, Blade Colors, and User Profiles will be reset back to Factory Settings when performing the Hard Reset process.**

To reset the Saber, connect to the saber using the Unity II Mobile App, and use settings icon on the top right of the dashboard. Select your desired reset, and the saber will automatically perform the selected reset option.

> ⚠ **If any issues persist, refer to Advanced Troubleshooting at the end of this manual.**

Electrum Unity II App
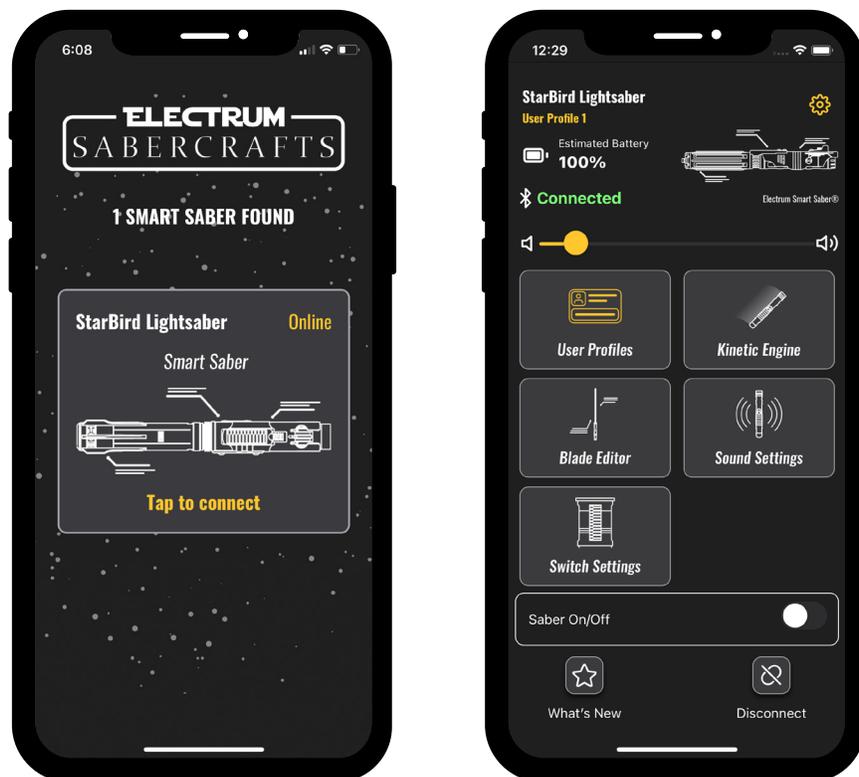
Getting Started with Electrum Unity II

The Electrum Unity II App is used to fine tune your saber experience, change blade colors and blade styles, motions and more. It is available on Google Play for Android™ devices and the App Store for Apple® devices. To connect to your Electrum Smart Saber® with the app, activate the saber (blade on) and open the app. When connecting to your Electrum Smart Saber® for the first time, it will appear as "StarBird Saber" or similar. Tap to select your Saber.

Upon connection, the saber will make a connection confirmation noise. After this, the **Dashboard** will be displayed, allowing for fine tuning of all of the Sabers settings. App video overviews are available at **ElectrumSabers.com/Resources**

⚠ **Ensure that both BLUETOOTH and LOCATION/GPS Settings are on before attempting to connect to the App.**

⚠ **Do not attempt to connect your Saber to your phone using your devices bluetooth menu. If this is attempted you may need to reset the saber and close/reopen the App to find the saber in the app again. Only the App is needed to connect to the saber.**

Electrum Unity II App

Settings
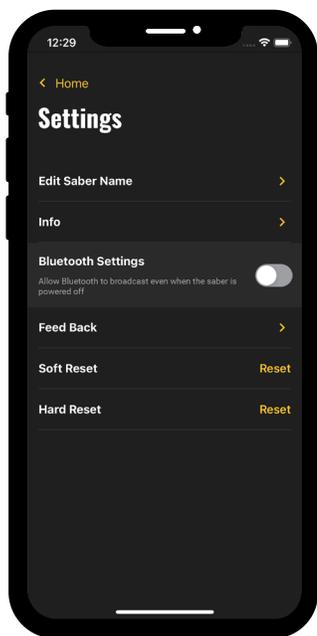
The Settings menu, accessed by the Cog icon on the dashboard, provides information about your Electrum Smart Saber, as well as the ability to rename the saber or perform resets on the saber itself.

Edit Saber Name   This option allows you to rename the saber for easier identification. Spaces, numbers and letters can be used. The app may restart the saber when this is changed.

Info   This option will display the current App and Smart Saber versions. It also provides general information about the Unity II app and links to our Terms of Service and Privacy Policy.

Bluetooth Settings   This option will allow a Bluetooth connection even when the saber is powered down.

Feedback   This option opens an email prompt to send feedback on the Unity II app experience.

Hard Reset   This option will factory reset your saber settings. For details on the Hard Reset, see page 9.

Hard Reset   This option will reboot your saber with settings intact. For details on the Soft Reset, see page 9.
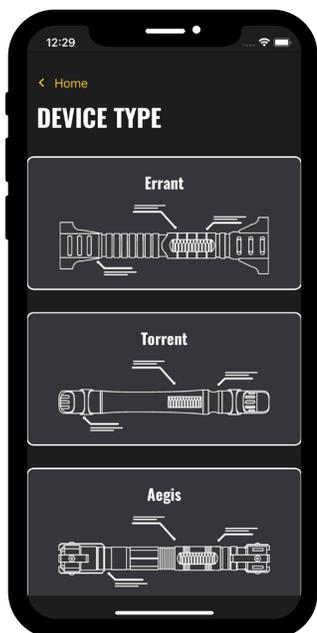
Device Type

By tapping the Saber Model Name under the saber model icon on the Dashboard, you can select the saber hilt model that matches your Electrum Smart Saber. The app may restart the saber when this is changed.

⚠ **Changing the Saber Name or Device Type will update your sabers bluetooth to broadcast this information. Your mobile device may take some time to update your device cache and display the new values.**
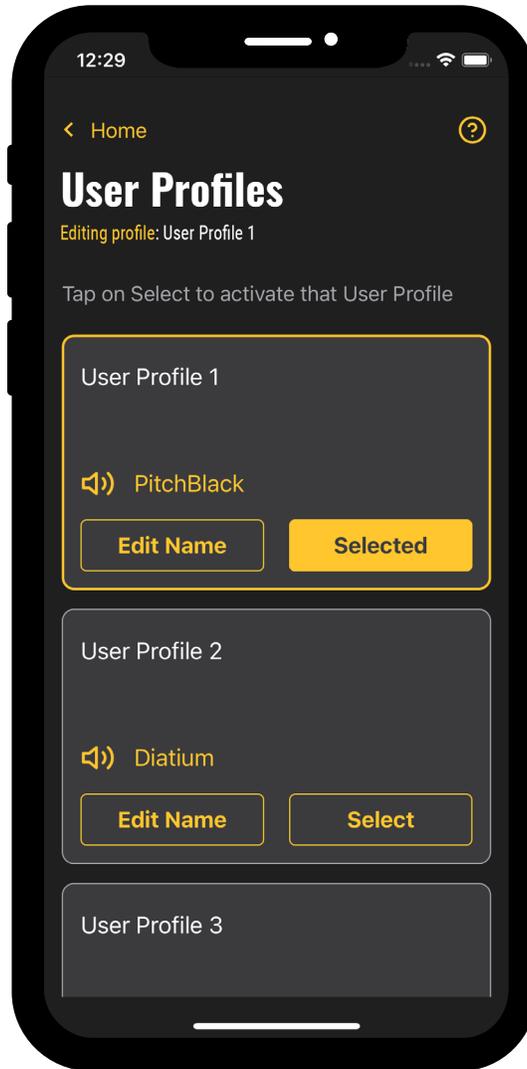
User Profiles

User Profiles allows you to combine all of your settings into a packaged profile for easy access. The saber comes preloaded with 8 User Profiles that you can edit or disable. Each User Profile by default will have a sound font and blade effect associated. The default sound font linked to each profile will be dependant on the number of fonts you have loaded on the saber.

Ex. You have 4 loaded sound fonts, so User Profiles 1-4 will have a unique font linked, and the rest of the profiles will default to the first font on the card.

To change a User profile, first select it inside the User Profile menu. With your User Profile now active, the Dashboard will display the active User Profile under the Saber Name, and any changes you make in other settings throughout the Unity II App will automatically save to your active User Profile.
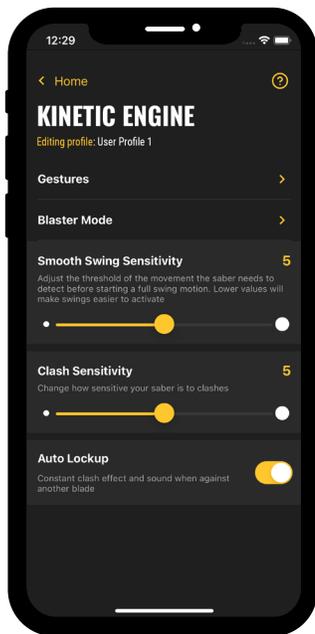
Kinetic Engine

The Kinetic Engine allows for control over the motion parameters in the saber, allowing you to fine tune the saber to your specific movements.

Smooth Swing Sens.   This option will adjust the threshold of movement required to achieve a full smooth swing motion, where the smooth swing audio is most audible. Higher numbers will make smooth swing easier to achieve with smaller motions, whereas lower numbers will require harder movements.

Default: 5

Clash Sensitivity   Adjust how easily a clash effects will trigger on impact. Higher values make clash easier to trigger, lower is harder. Turn to 0 to disable clash.

Auto Lockup   The lockup effect will play a light effect on your blade that simulates the blade being locked against another lightsaber blade, with a matching sound loop.

Set this option ON to have the lockup effect play after a clash is triggered and blade stays locked on the impact object.

Turn OFF to disable the automatic lock in favor of a button press, which you can enable in Switch Settings.
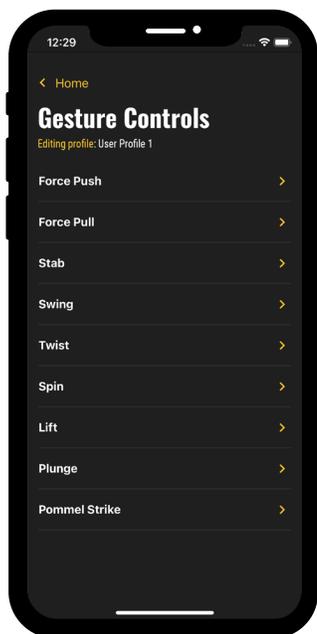
Gesture Controls

The StarBird Saber Core features Gesture control that allows to user to trigger special effects, or to enable the user to activate/deactivate their saber without using the touch switch.

FORCE PULL   FORCE PUSH
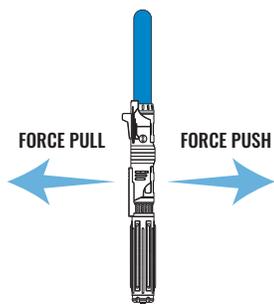
Force Push/Force Pull

A Force Push gesture is activated by pushing the hilt forward with the blade pointing upwards. Force Pull is activated by pulling the hilt back towards the user.

STAB

DRAG/MELT TRIGGERS AFTER STAB
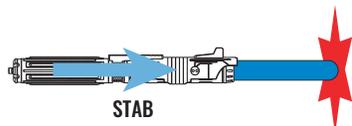
Stab and Drag/Melt

A stab gesture is activated when the user thrusts the tip of the blade straight with a hard stop at the end. If the saber remains still and Drag is enabled, the saber will immediately play a Drag or Melt effect on the tip of the blade with a matching sound loop, until the user swings the saber.
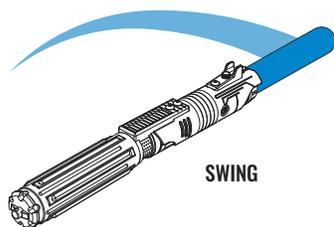
Swing

SWING

A swing gesture is activated when the saber blade travels along a single axis at a speed over the threshold set in this option. This effect will play your Accent Swing audio unless disabled.
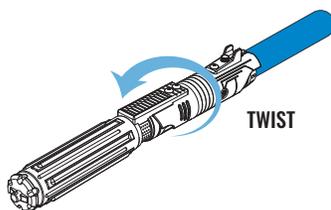
Twist

TWIST

A Twist gesture is activated by quickly twisting the hilt in a clockwise (CW) or counter-clockwise (CCW) direction.
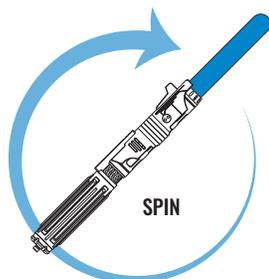
Spin

SPIN

A spin gesture is activated when the user spins the saber along the vertical axis quickly.

Electrum Unity II App
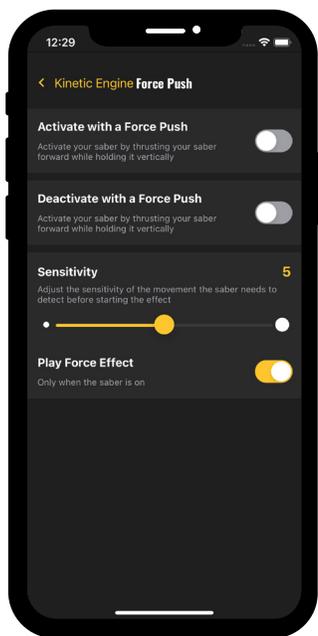
Gesture Controls (Cont.)
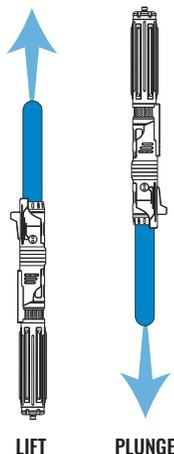
Lift/Plunge Similar to the Stab gesture, but only works with vertical directions.

A Lift gesture is activated by raising the blade straight up quickly.

A Plunge is activated by quickly lowering the blade straight down.

LIFT   PLUNGE

Pommel Strike

POMMEL STRIKE

A Pommel strike works similar to a Stab, but in the reverse direction. Pull the saber back towards yourself, or flip your saber and strike with the pommel end away from you.
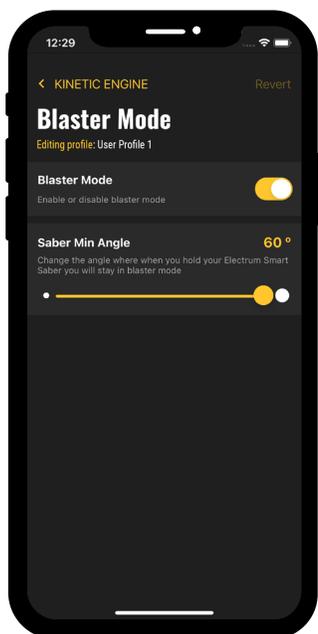
Blaster Mode

The StarBird Saber Core features an automatic Blaster Mode, which when activated will trigger blaster deflection blade effects and sound on swings.

To enter Blaster Mode, hold the saber vertically with the blade pointing UP for a few seconds. To Deactivate, hold the saber blade pointing DOWN for several seconds.

Blaster Mode   Activate or deactivate the Auto Blaster Mode feature.

Saber Min Angle   Adjust the angle range that your saber must cross through in order to trigger a blaster effect. This value is a differential.

Ex. Angle is set to 60°, which will make the active area 30° and -30° from vertical, which is the 0° point.

Electrum Unity II App
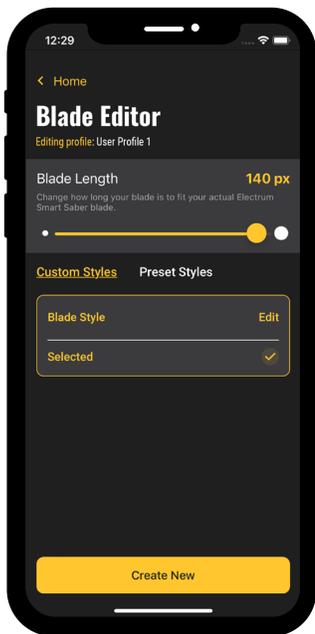
Blade Settings

The Blade Settings Menu gives you access to your current User Profiles saved Blade Presets, Blade colors, effects, and blade length for Neopixel sabers.

Blade Setup

This menu allows you to adjust your blade colors and effects. Each effect can be individually programmed with a host of different effect types and colors. Changes made in this menu will automatically save to your User Profile, unless you press "Revert" on the top of your screen.

Blade	The main base color and effect of your blade, that all other effects will play over or mix with.
Pre On	This effect will play a pre-activation effect with a "pre On" sound before activation of your saber, if a Pre On sound is in your active sound font
Lockup	This effect will play a looping blade lock effect until lockup mode is ended, such as the case with Auto Lockup.
Stab	The Stab effect will play when a stab gesture is activated and a stab sound is present in your active sound font.
Blaster	The Blaster effect plays when your saber activates a blaster effect and sound, either through Blaster Mode or a manual blaster button method.
Clash	This effect will play when the saber detects an impact on the blade.
Force	The Force effect will trigger with a Force sound when a Force Push/Pull gesture is enabled and detected.
Ignition	This parameter governs the power on/off scroll speed for your lightsaber.
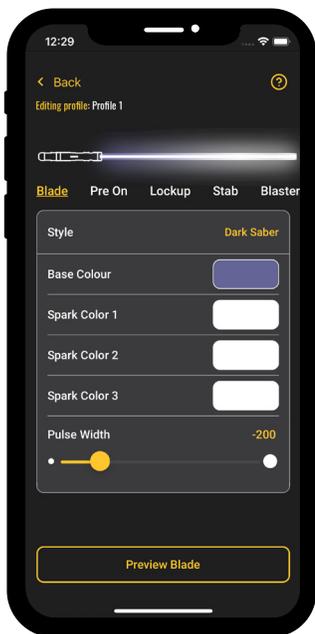
Electrum Unity II App
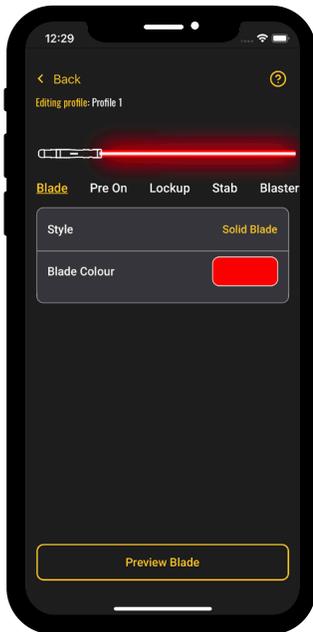
Retraction

This effect will play during the Power Off sequence, layered over your Base Blade.

Tip Drag

This option contains effects for Drag and Melt, which triggers after a stab gesture.

Post Off

The Post Off effect will play after a power off sequence is completed, and is accompanied by a post off sound. If no post off sound is present in your sound font, it will be skipped.
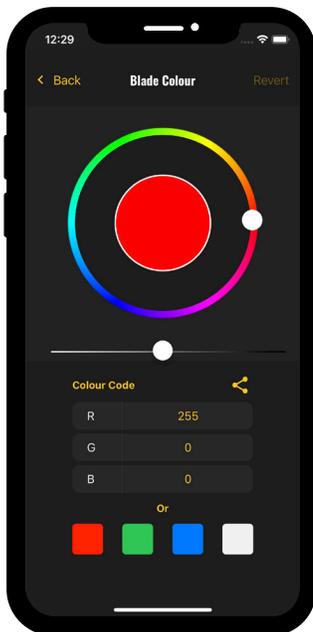
Color Wheel

Color Swatch options will take you to a color selection page that features a color wheel, dimmer/white slider and manual color value selection. Simply drag the color wheel to your desired color and the saber will update to the chosen color of your selection.

The White to Black slider will dim your chosen color if dragged to the right, darker side. This will also help you conserve battery if desired.

Sliding towards the left, white side will mix in the other colors gradually to increase white light, until the blade is pure white.

If you simply want to pick a full **Red**, **Green**, **Blue**, or **White** color, tap the corresponding color boxes at the bottom of the menu.
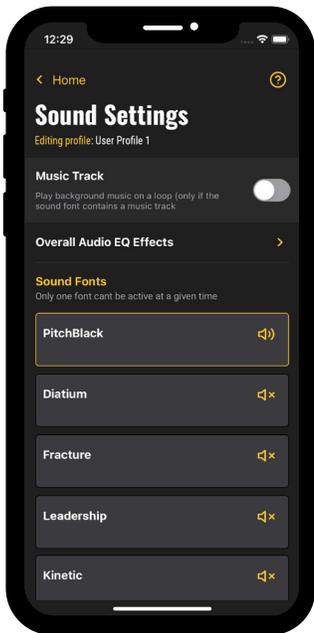
Sound Settings

This menu has access to your Sound Fonts, Music Track toggle and Audio EQ effects.

Music Track Setting this option ON will play the active sound fonts Track file, allowing for a cinematic saber experience. If a Track file is not present in the active sound font, this option will have no effect.

Sound Fonts Select your sound font by tapping the speaker icon on the right of the font you wish to activate. Tapping the sound font box when it is active will list individual files for preview or muting.

If you don't see a font that you loaded to the saber listed here, check your saber storage to make sure the font is a proper 44.1kHz font with no subfolders.
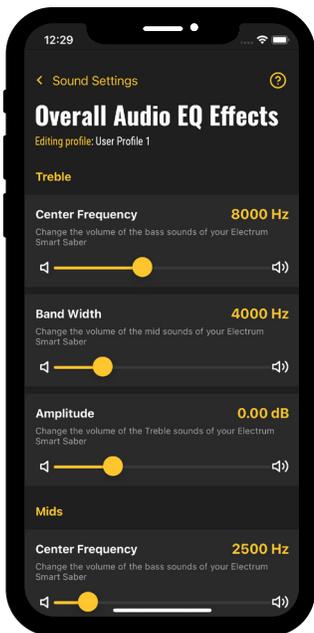
Overall Audio EQ Effects

This menu displays the Audio EQ modifiers you can apply to your User Profiles active Sound Font. Each is applied in real time so you can preview them.

Treble Manipulates High Tones on your active Sound Font. Best for crackling, unstable or piercing Sound Fonts.

Mids Manipulates Mid Tones on your active Sound Font. Best for Sound fonts with a wider range of peaks.

Bass Gain Manipulates Bass Tones on your active Sound Font. Best for deep, low, rumbling Sound Fonts.

Each EQ Band has 3 variables:

Center Frequency This is the center point of the Band you wish to affect on your sound font in Hz.

Electrum Unity II App
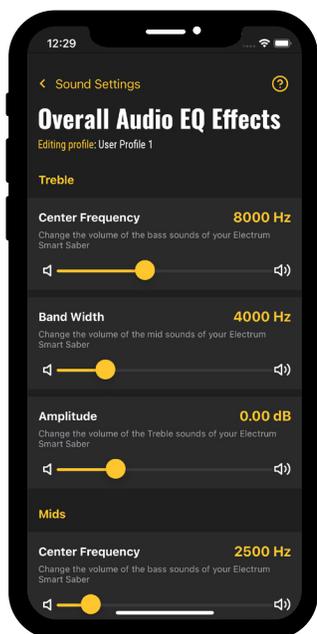
Overall Audio EQ Effects (Cont.)

Each EQ Band has 3 variables that can be adjusted:

Center Frequency   The center frequency is the middle point of the range of the band you are modifying.

For example, if you're adjusting the treble, you're adjusting frequencies around the center frequency of the treble range. Changing this value will move the tones you are affecting.

Band Width   Band Width changes the range of frequencies from the lowest and highest limits of your EQ range as a differential.

For example, if you have Center Frequency set to 8000 Hz, and Band Width set to 4000 Hz, your range of audio effected will be 6000 Hz - 1000 Hz.

Amplitude   Amplitude will adjust how loud or soft your range will be, in Db. Increasing this setting will boost the sound of your selected band.
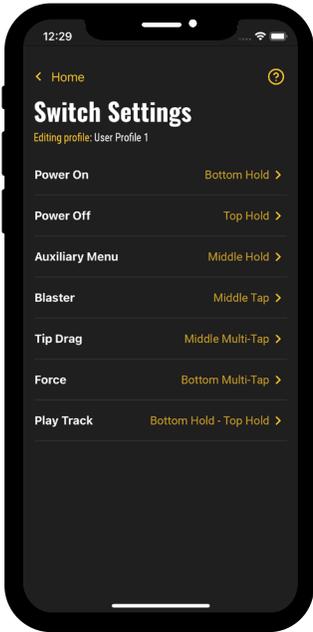
Switch Settings

This menu provides access to your Smart Sabers touch switch programming. Settings for manual activation of blade and sound effects are also located here.

⚠️ **The touch switch detects both Touch and Pressure, and calibrates itself on each power cycle.**

Each option contains Button choices and different input types. You can also have a combination of 2 inputs for each option.

Button — This option allows you to select the touch button for the input: Top, Middle or Bottom.

Input Type — This option offers a selection of different input types:

Hold

Hold your finger firmly on the selected input for a brief moment

Tap

Quickly tap the selected input

Multi-Tap

Quickly tap the selected input 3 times.

Add Button — Use this button to add a second button input, to make button combinations.

Ex. Bottom Button Hold + Middle Button Tap to activate Force
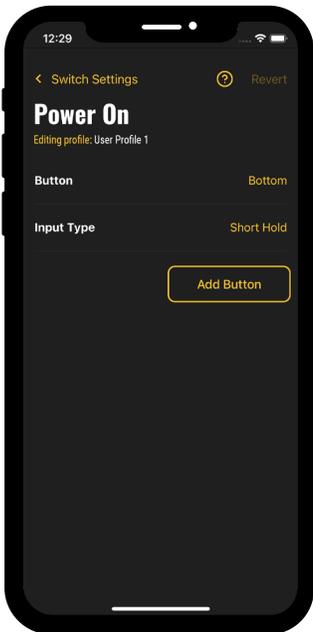
F.A.Q.

What types of sounds does the saber support?

The Saber supports 16 bit, 44.1kHz WAV files. Note that not all fonts are created equal, so some fonts maybe missing swing files or have mixed frequencies, causing undesirable results.

How many Sound Banks can the saber have?

The saber can support a maximum of 50 Sound Fonts.

My new Sound Font doesn't load on the saber. What do I do?

First, make sure you are using the proper font structure. If you are purchasing a font from a third party, use the **CFX** version of the font. Second, ensure that no spaces or special characters (@,#,$, etc.) are used in the folder name, and that the font contains no sub folders or other files that are not .wav format.

If your saber is still not recognizing the sound font, perform a hard reset. This will read the entirety of the SD card to ensure it loads correctly. Refer to the first point on this page for supported fonts.

How do I know when my saber is charged?

The saber takes approx. 1 Hour to charge from 0 to 100%, when using a 5v 2a charger. The switchplate on the saber will indicate charge level while plugged in: one light at a time on the plate, from bottom to top, indicates charging. All lights on the switch plate illuminated means it's fully charged.

I'm having trouble with the touch switch. How can I calibrate it?

The touch switch calibrates itself on power down. There are 3 ways to recalibrate the switch if desired:

1. Power down the saber, either through the switch itself or the Unity app.
2. Reset the saber by plugging it into power and then unplugging it. Wait for the boot sound.
3. Perform a soft or hard reset.

Where can update my firmware for my Electrum Smart Saber®?

You can find the latest updates and instructions here - ElectrumSabers.com/StarBird

Advanced Troubleshooting

- Before performing any advanced troubleshooting, please make sure your Smart Saber® is fully charged using a 5 volt 2 amp wall charger. LOW BATTERY CAUSES MOST ISSUES that a user may experience.

- Make sure that all sound font folders you add to the saber contain NO special characters, including spaces, in the file names or folder names. Ensure the font folders contain no sub folders. Ensure all sound files are uniform 44.1kHz 16bit files.

- DO NOT TRY TO CONNECT TO YOUR SMART SABER USING THE BLUETOOTH DEVICE SETTINGS ON YOUR MOBILE DEVICE. You just need to accept the Bluetooth permissions when opening the app for the first time. If you missed this step, re-install the Electrum Unity II App or add permissions in your phone settings.

- If your Smart Saber will not boot up and the switch lights flash intermittently, your saber likely needs to be charged. Plugging the saber into a power source and then unplugging it will restart the sabers processing components.

NEED SUPPORT?

If you need support or have questions regarding your Smart Saber, our support team is available to help. Send us message through our chat system on our website. Our support team responds Monday to Friday between the hours of 9 am - 4 pm MST.

For additional information on your Electrum Saber, and for the Electrum Unity II App overview, visit

www.ElectrumSabers.com/Resources

Limited Warranty

Limited Warranty covers defects in workmanship for the Product for a period of 3 years from the original date of Receipt from Electrum Sabercrafts.

This limited Warranty does not cover any damage due to (1) acts of God, accident, misuse, abuse, negligence, improper handling, commercial use or modifications of this Product, or normal wear and tear; (2) improper operation or maintenance of this Product; or (3) attempted repair by any party other than Electrum Sabercrafts.

This Limited Warranty does not apply where it is determined by Electrum Sabercrafts that there is no fault with the Product itself. Repairs not covered by the Limited Warranty may, at Electrum Sabercrafts' discretion, be carried out at the owner's expense.

Warranty Service, within the applicable warranty period, may be obtained by contacting Electrum Sabercrafts and requesting a Return Material Authorization Number (RMA #). Proof of purchase in the form a dated invoice/receipt must be provided to expedite the issuance of a Factory RMA.

After an RMA number has been issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit. The RMA number must be visible on the outside of the package and a copy included inside the package. The package must be mailed or otherwise shipped back to Electrum Sabercrafts with all costs of mailing/shipping/insurance prepaid by the warranty claimant. Customs and Brokerage charges billed to Electrum Sabercrafts as a result of return shipments must be paid by the warranty claimant before repaired/replaced product can be shipped back to the claimant.

If you attempt to repair it yourself, the warranty is VOID. We will repair, but it will be at the buyer's expense.

Warranty is non transferable. Warranty is subject to the Harassment Zero-Tolerance Policy.

Electrum Sabercrafts Return Policy

Electrum Sabercrafts offers a 3 day return policy. All returns are subject to a 30% restocking fee. The customer is responsible for cost of shipping. This only applies to product that is in brand new condition. The product must be packed in a similar way it was received. Once we have received the product and determined the condition we will issue the refund, minus the original shipping cost and 30% restocking fee.

Electrum Sabercrafts Repair (RMA)

Before returning any product for repair you need an RMA number. An RMA number can be issued only after first troubleshooting with Electrum Support. To discuss an RMA number, please email us at support@electrumsabers.com or reach out through our chat. Please have your name and order# available.

Harassment Zero-Tolerance Policy

Electrum Sabercrafts strives to provide the best customer service and care when communicating with our customers, and we seek to provide a safe, healthy and rewarding work environment for our staff and customers. Harassment will not be tolerated during communications with us. Electrum Sabercrafts Inc. reserves the right to deny customer care or warranty if a customer engages in any of the following with our staff:

- Excessive swearing, cursing, or derogatory remarks, including but not limited to; Racism, Sexism, Ableism, Homophobia, etc.
- Sexual harassment, including but not limited to: remarks about appearance, remarks about a persons gender identity, remarks about a persons body, etc.
- Threats, both physical or otherwise

In the case of any discrepancies between this printed version of this policy and the policy publically posted on www.Electrumsabers.com, the website version will be taken as accurate.