

Kickstarter Board Game Replacement Readiness Check

Do not wait for tickets to decide replacement rules. First confirm spare location, component identity, U.S. warehouse pickability, proof threshold, and approval owner.

What The First Support Wave Usually Means

If backers are reporting missing miniatures, crushed boxes, wrong add-ons, delivered-not-received claims, or return requests, the campaign needs a triage rule before support approves one-off fixes. The first job is to identify what can be picked, what needs warehouse review, and what should not be promised yet.

First Ticket Triage

Missing part

Match backer wording to component name, spare count, bin, and proof photo.

Damaged box

Separate outer carton, retail box, and damaged contents before replacement.

Wrong add-on

Check pledge export, add-on list, pick rule, and shipment log first.

Return request

Check return cost, inspection value, restock status, refund authority, and legal / policy boundary.

First 30-Minute Action Order

1. Freeze repeated one-off replies

Do not let support approve a new answer for every similar ticket.

2. Identify the operational object

Part name, add-on, box condition, address issue, return request, or policy question.

3. Check pickability

Confirm whether the item is in the U.S., named, counted, binned, and authorized.

4. Choose the promise boundary

Part resend, warehouse review, full-game replacement, no-return resolution, or escalation.

Executive Stop / Go Sheet

Factory parts list exists

Final component names can be matched to backer wording.

Component map exists

Miniatures, cards, tokens, add-ons, and stretch goals have names or SKUs.

Spare inventory counted

Spares are counted by component type, not only by full-game units.

Warehouse rules written

The warehouse knows what it can resend and what needs approval.

Support script written

Support knows what proof to ask for and what not to promise.

Escalation path defined

Repeated issues do not become one-off decisions.

Red Flags

- [] Spare stock is mixed with sellable stock.
- [] The warehouse only has cartons marked "extras," not pickable replacement bins.
- [] Support is approving replacements case by case without proof rules.
- [] The pledge-manager export does not match add-on pick rules.
- [] Replacement addresses are being pulled from stale shipment data.
- [] A \$3 part problem is becoming a full-game resend because the part cannot be identified or picked.

First Exception Log

Use the first repeated tickets to create a rule before support answers case by case.

Issue code	Backer wording	Proof needed	Warehouse action	Owner
Missing part				
Damaged box				
Wrong add-on				
Return / refund				

Operational readiness review only. This is not legal, warranty, consumer-rights, tax, customs, or refund-policy advice.

What To Send For Review

Minimum Useful Files

- Factory parts list
- Component map or SKU list
- Spare parts count and current replacement inventory count
- Pledge-manager export or add-on list
- Warehouse receiving report or receiving scan if available
- Current support script, FAQ draft, or replacement / refund / escalation rule

Ticket Examples To Include

Missing component

Backer wording, photo request, component name, and spare location.

Damaged game

Outer carton, retail box, contents photo, and carrier evidence if available.

Wrong shipment

Pledge export, add-on list, pick log, and shipment log.

Return or refund

Policy question, game condition, return cost, inspection value, and owner for approval.

Helpful If Available

- Packing list, carton count, carton labels, or carton file
- Photos of spare parts cartons or replacement bins
- Damaged-box, missing-part, wrong-add-on, non-delivery, or return request examples
- Shipment log, exception log, remaining sellable inventory count, and warehouse pick / pack rules

WinsBS Review Output

Ready to handle replacements

Rules, spares, bins, and support answers match.

Pause for parts map

Backer wording cannot yet be matched to named components.

Separate replacement stock

Sellable stock is consuming the spare pool.

Clarify warehouse rules

The warehouse cannot act without resend authority.

Rewrite support script

Support is promising more than operations can fulfill.

Escalate policy question

Refund, warranty, consumer-rights, tax, customs, or legal issue needs qualified advice.

Matching Test

The factory parts list, spare stock, warehouse rule, support answer, and backer resolution should describe the same replacement decision.

Do Not Promise Yet If

- [] The spare is still in China and no replacement lane is confirmed.
- [] The U.S. warehouse has extras cartons but no pickable bins.
- [] Support does not know who can approve full-game replacement or refund escalation.
- [] The issue may require legal, warranty, consumer-rights, tax, or customs advice.

Review My Replacement Situation

<https://winsbs.com/start-free/>

Your replacement files, support examples, and pre-launch or post-fulfillment materials are reviewed only for the requested fulfillment-readiness check. If your team requires an NDA before sharing sensitive files, request that before sending documents.