

Warranty Authorization

We're sorry to hear about this unexpected issue you are encountering with our products. Please carefully read the information below to begin the process of returning these items to us for warranty repair.

Warranty Guidelines

Manufacturer's Limited Warranty: We Guarantee every battery sold by us or any of our authorized dealers or distributors—worldwide, to be free of defects from the date of sale. Subject to the issues listed below, we will repair or replace the battery and/or parts of the battery if the components in question are defective in materials or workmanship. Our Batteries are designed to replace lead-acid batteries and should be used as drop-in replacement for lead-acid applications.

Warranty Procedure: In the unlikely event your battery cannot be woken up, shipping can be arranged to our headquarters once an RMA number has been created. If the battery is repairable, it will be repaired at no cost and returned to you. If it is not repairable and the issue was caused by a manufacturer defect, we will replace the battery at no cost within the first 5 years. After 5 years, we will repair your battery at no cost to you if the battery is repairable. In the unlikely event it is not repairable, we will prorate the cost of a new replacement battery for you at 50% off the cost of a new one. Warranties are non-transferrable and stay with the original purchaser of our products. CHARGE^X™ is an approved hazmat shipper which is required to ship lithium ion batteries. All of our products are delivered in packaging that meets or exceeds federal and international standards for shipping lithium ion batteries.

Please do not attempt to ship your battery back to us without proper packaging or if you are not an approved hazmat shipper.

Warranty Process

Packaging

All lithium batteries are required to be shipped in accordance with UN38.3 certification and must meet or exceed international and federal regulations for lithium ion batteries. If you do not have your original packaging, CHARGE[™] can send you the proper packaging for a small fee including shipping costs.

Non-Hazmat Account Returns

FedEx and UPS require you to be Hazmat trained and certified for shipping lithium ion batteries. If you do not have an open and active Hazmat account you will not be allowed to ship us your batteries with these carriers. CHARGE[™] will be required to arrange an LTL Freight shipment to return your batteries to us. The cost for these freight charges will be applied to a new invoice we create once you sign this RMA.

UN3480 PACKING TASKLIST

UN Rated Packaging

If you are using your original packing you can confirm the box has the appropriate UN numbers listed on it. If we shipped you the batteries they will have that information on the packaging. If we need to send you packaging we will also have the correct UN rated packaging required.

Foam Packing

When packing a lithium ion battery for shipping, you will need to have foam on all 6 sides of each battery. The foam must be at least 1" thick and the battery cannot be loose when you close the lid. (please be sure there is foam supporting the battery from moving around in the box. CHARGE[™] will send enough foam to make the necessary packaging requirement if we are sending you packaging.

Tape

Once you have the battery properly packaged, you can close the lid and tape it down. The tape

needs to be at least 4” past the seam which is a requirement. (**IMPORTANT**) Do not allow the tape to cover any of the markings on the packaging or labels.

Class 9 Label

Please be sure the class 9 label is clearly marked on each box.

UN3480 LITHIUM ION BATTERIES Marking

Please be sure the box is labeled with a UN3480 LITHIUM ION BATTERIES marking. The marking cannot be covering any other letters or numbers on the package. No labels should be covering any part of the marking.

Air Cargo

Lithium Ion Batteries being returned for warranty repair should NEVER be shipped by air.

Not Covered By This Warranty:

Manufacturer is not obligated to warrant the battery in question, if defects are related to damages caused by abuse/neglect, or from the following: - Damage from shipping, loose terminal bolts or corroded hardware - Manufacturer codes tampering or removal - Failure to properly install the battery, in addition to keeping the battery properly charged and maintained - Breakage from collision, fire or freezing—which includes damage from extreme heat or cold, improper storage, water damage, CHARGETM warranty does not cover spent or worn out batteries or tampering. All bolts must be firmly tightened with a torque wrench and NOT by hand to avoid overheating caused by a loose connection.

Other Warranties:

Our authorized dealers and distributors may offer an additional warranty to the Manufacturer's Limited Warranty. Manufacturer is not responsible for dealer or distributor created warranties or any claims that may arise from said warranties.

Warranty Disclaimer:

Customers should adhere to all documentation and guidelines. Manufacturer will not be responsible for any expenses related to installation/removal, electrical system tests, battery charging, loss of time or other expenses which should be considered incidental damages, including all shipping charges after the first 30 days of warranty.

Authorization

If you believe your products have failed due to a manufacturer defect, please sign and return your items in accordance with this RMA. Please note, if your items are returned to us and we cannot identify any defects or the problem is not related to a manufacturer defect such as water damage, you will be responsible for all shipping charges. We will provide you with a detailed invoice of your claim that we will require to be paid prior to us returning the items to you.

Customer Name

Signature

Date
