

WARRANTY GUIDELINES

We're sorry to hear about the unexpected issue you're encountering with our product. Please carefully read the information below to begin the process of returning your item(s) to us for warranty repair.

MANUFACTURER'S LIMITED WARRANTY

We guarantee that every battery sold by us (or by any of our worldwide, authorized dealers or distributors) to be free of any defects or damages from the original date of sale. We will repair or replace the battery and/or parts of the battery if the components in question are defective in materials and/or workmanship.

WARRANTY PROCEDURE

In the unlikely event that your battery cannot be woken up, shipping can be arranged to our office once a Return Merchandise Authorization (RMA) number has been created.

Upon diagnostic of your battery, 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, if the battery is repairable, we will repair it at no cost to you.

In the unlikely event that your battery 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.

NOT COVERED BY THIS WARRANTY

CHARGE[®] is not obligated to warrant the battery in question if defects are related to damages caused by abuse/neglect, or from the following, but not limited to: 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, etc.

All bolts must be firmly tightened with a torque wrench and NOT by hand to avoid overheating caused by a loose connection. Please review product data sheet for torque specs.

CHARGE[®] does not cover batteries that have reached the end of their cycle life, are worn out, or tampered with.

OTHER WARRANTIES

CHARGE[®] authorized dealers and distributors may offer a warranty in addition to our Manufacturer's Limited Warranty. We are 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. CHARGE[®] will not be responsible for any expenses related to shipping, installation/removal, electrical system tests, battery charging, loss of time, or other expenses that would be considered incidental damages after the first 30 days of warranty.

AUTHORIZATION

If you believe your product has failed due to a manufacturer defect, please sign below and return your items in accordance with this RMA. Please note: if your items are returned to us and we cannot identify any defects during our diagnostics 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.

SHIPPING YOUR BATTERY

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

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[®]X can send you the proper packaging for a small fee including shipping costs.

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[®]X 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. Lithium Ion Batteries being returned for warranty repair should NEVER be shipped by air.

PACKAGING CHECKLIST

1. 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 already have that information on the packaging. If we need to send you packaging, we will have the correct UN rated packaging required.
2. Please be sure the box is labeled with a "UN3480 LITHIUM ION BATTERIES" marking. This marking cannot be covering any other letters or numbers on the package. No labels should be covering any part of the marking.
3. Please be sure the Class 9 label is clearly marked on the box.
4. 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. If we are sending you packaging, we will send enough foam to make the necessary packaging requirement.
5. 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.

PRINTED NAME

DATE

SIGNATURE

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