

Product Warranty Terms

All Battery On The Go hardware products, including clearance and refurbished products, carry a one year Limited Warranty against defects in materials and workmanship.

Exclusions and limitations

By purchasing at Battery On The Go, whether you place your order online or by telephone, you acknowledge that you have had an opportunity to review Battery On The Go's warranty terms, have done so to the degree you need to be familiar with them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers in them. Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

Third party product

Products sold through the Battery On The Go Online Store that do not bear the Battery On The Go brand name are serviced and supported exclusively by their manufacturers in accordance with any terms and conditions packaged with the products (unless the third party product is pre-installed in a Battery On The Go branded product). Battery On The Go Limited Warranty does not apply to products that are not Battery On The Go branded, even if packaged or sold with Battery On The Go products. Please contact the manufacturer directly for technical support and customer service.

Warranty Service

We promise that your product will be defect free in materials and workmanship. No warranty, expressed or implied, is made regarding any product's merchantability or fitness for a particular purpose.

What isn't covered?

The warranty will not cover product failure because you broke it (any defect or malfunction that is caused as a result of misuse, failure to follow operating instructions, abuse, or use with improper or faulty equipment). It doesn't cover incidental damages. Also, the warranty does not apply after you open any product that isn't intended to be opened. Please do not try to fix anything yourself. Battery On The Go does not warranty or provide service or support for any of the third party products, including, but not limited to iPods.

Documentation

To help ensure warranty claims are for genuine Battery On The Go products, our technical support department may require a receipt to complete your claim. If a receipt is required, you will be emailed requesting a copy be attached and sent to us via email.

Repair and replacement

We will, at our discretion, repair or replace any product that proves to be defective in material or workmanship. If your product is no longer being manufactured or is out of stock, we may replace your product with a similar or better product at our option. If you return your product within the first 30 days of purchase, you will receive a new replacement unit.

Replacement units that are sent for products that are returned to Battery On The Go after the first 30 days of purchase may be refurbished units of similar cosmetic wear.

Get the warranty ball rolling

To get your warranty product covered call us at **1-800-469-0605** if you're in the States or email us at support@BatteryOnTheGo.com.