



# ECO-WORTHY

## GUARANTEES & RETURN POLICY

### 14 Days DOA Product Guarantee

If one or more of the items you received are damaged, different, or not working, you will be protected by this Guarantee. Please [contact us](#) for Return Material Authorization within 14 days of the order being received. In the event of a replacement, ECO-WORTHY will arrange for return shipment of the defective unit, and once the part has been received and inspected, we will ship out the replacement part within 3 working days. To qualify under our Defective on Arrival policy, goods must be returned in their original packaging. Goods returned without original packaging will not be accepted.

### 30 Days No Reason Return

Standard in stock merchandise purchased through ECO-WORTHY may be returned within 30 days of the receipt of the product. You will receive a refund or credit towards your account, provided the merchandise is returned in the original packaging in new and resalable condition with the original blank warranty cards, manuals, and all accessories. ECO-WORTHY will pay the shipping costs of the returned item(s) for the following reasons: carrier damage, defective product, product inconsistent with advertisements, incorrect product received, or for any extra products you did not order. For all other reasons, customers are responsible for the return shipping fees. ECO-WORTHY requires at minimum 1-2 working days to inspect a returned item prior to issuing a refund or credit.

**Please note that ECO-WORTHY will not accept returns with product modifications as it voids our warranty policy. Any modified products received will be returned to you at your expense.**

Please be prepared with your invoice or the following information:

Order number

Proof of purchase

Video or photo of the faulty product (if applicable)

Mailing address

Contact telephone number

Please carefully follow our warranty process to minimize any delays:

1. Describe the problem with your item in detail: What happened? When? How? Please also state your full order number and product code (SKU number).
2. Tell us what steps you have already taken to resolve the issue.
3. Provide the item code indicated on the outer packaging.
4. Send a clear photo or video showing the defect(s); these should be taken under good lighting.

## Limited Warranty

The products manufactured by ECO-WORTHY(the “Warrantor”) are warranted to be free from defects in workmanship and materials under normal use and service. The warranty is in effect from the date of purchase by the user (the “Purchaser”). This limited warranty covers substantial defects in material or workmanship and performance.

If any ECO-WORTHY product(s) fail to follow this Limited Warranty and any and all power loss is determined by the Warrantor’s technical support team then the Warrantor will either repair or replace the defective product(s) with a new or refurbished product(s). All replacements will be compatible with the original product(s) with an equal or even greater power rating (in some cases). If for any reason ECO-WORTHY is unable to repair or replace the defective product(s) then a refund can occur.

Material and Workmanship Warranty period for the following products:

<b>Product</b>	<b>Warranty Time</b>
PV Modules	1 year
Charge Controllers	1 year
Inverters	1 year
Inverter-Chargers	1 year
GEL Batteries	1 year
LFP Batteries	3 years
Battery Chargers	1 year
Cables & Connectors	1 year
Mounts & Brackets	1 year

## **General Conditions for Warranty Claims**

For Workmanship and Material Warranty: If the Purchaser experiences any defects in materials and workmanship under normal application, such as defects and/or failures due to manufacturing or due to materials, it is their responsibility to contact the Warrantor's technical support team. The technicians will offer steps and procedures to test the product(s), repair the product(s) or require the Purchaser to ship the product(s) to the technical support team if needed. Based on the outcome, the warranty service will then be in effect.

This warranty extends only to the original Purchaser. If gifted or resold the customer must go through the original Purchaser in order to claim warranty. Original order information is needed to claim warranty. If original order was shipped within the US, the Purchaser will be responsible for additional shipping costs out of the US. The Customer's sole and exclusive remedy and the entire liability of the Warrantor, its suppliers and affiliates for breach of the warranty is, either to replace the product(s) or component parts of the product(s) and in some cases refund the product(s) cost. This warranty does not cover labor. Products that have been serviced or replaced under their warranty period do not receive extended warranties. Instead, the serviced/replaced product(s) will abide to the original warranty period issued when first purchased. No employee, agent, dealer or any other person is authorized to give any warranties on behalf of the Warrantor, not expressly set forth in this limited warranty.

## **Exclusions and Limitations**

The warranty does not cover failures and damages that result from normal wear and tear, improper installation, operation, and storage, insufficient ventilation, inadequate maintenance, incorrect handling and transportation, unauthorized repair, modifications, conversions and additions, intentional or accidental misuse, abuse, and neglect, contamination with hazardous substances, radiation, and water (unless stated otherwise by the Warrantor to be waterproof), unusual electrical stress including power surges, uncontrolled voltages and currents, excessive or deficient energy supply, system harmonics, and lighting, exposure to extreme hot or cold temperatures, and force majeure including fires, floods, earthquakes, hurricanes, severe weather, wars, and acts of terrorism. If the Warrantor determines that the problem with the product(s) is not due to a manufacturing defect in the Warrantor's workmanship or materials, or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by the Warrantor necessary to repair, replace and transport the product(s). The Warrantor will not be responsible for expenses related to installation/removal, electrical system tests, loss of time or other expenses considered incidental damages.

The warranty shall be asserted with the Warrantor in writing enclosing a copy of the invoice and a description of the defect/loss of performance within the warranty period. The Warrantor shall accept no returns of product(s) without the previous written request for this.

## Exclusions and Limitations for Batteries

Without the involvement of the Warrantor in the system design and the express written authorization from the Warrantor, the battery is not intended for use as the primary or backup power source for life support systems or other medical equipment, or any use where battery failure could lead to injury to or loss of life or catastrophic property damage. Use in this manner is at Purchaser's own risk. To the extent permitted by law, Warrantor disclaims any and all liability arising out of any such use. Further, Warrantor reserves the right to refuse to service any battery used for these purposes and disclaims any and all liability arising out of Warrantor's refusal to service.

The warranty does not cover failures and damages that result from normal wear and tear, improper installation, operation, and storage, insufficient ventilation, inadequate maintenance, incorrect handling and transportation, unauthorized repair, modifications, conversions and additions, intentional or accidental misuse, abuse, and neglect, contamination with hazardous substances, radiation, and water (unless stated otherwise by the Warrantor to be waterproof), unusual electrical stress including power surges, uncontrolled voltages and currents, excessive or deficient energy supply, system harmonics, and lighting, exposure to extreme hot or cold temperatures, and force majeure including fires, floods, earthquakes, hurricanes, severe weather, wars, and acts of terrorism.

For further clarity, the warranty is void in the following cases.

- ◆ The battery operates outside the temperature range as set forth in the user manual and/or datasheet.
- ◆ The battery bank is configured with mixed makes and/or models, incorrect series and/or parallel connections, or inappropriate cable size and/or length.
- ◆ The battery terminals are not tightened to the specification as set forth in the user manual and/or datasheet.
- ◆ The battery is charged with charging algorithms and/or charger settings that do not comply with the requirements as set forth in the user manual and/or datasheet.
- ◆ The battery is not properly protected from inrush currents with circuit breakers, fuses, and/or disconnects.
- ◆ The battery is directly connected to DC motors without appropriate safety protection, motor controllers, and motor voltage clamping systems.
- ◆ The battery is left unattended for extended periods of time after depletion.
- ◆ The battery is not maintained or stored in accordance with the requirements as set forth in the user manual and/or datasheet.
- ◆ The battery is subjected to excessive vibration due to inadequate mounting.
- ◆ The communication ports on the battery (if applicable) are damaged or altered.
- ◆ The communication ports on the battery (if applicable) are not connected in accordance with the instructions as set forth in the user manual.
- ◆ The battery is disassembled, altered, or repaired without express written authorization from the Warrantor.

In order to provide the warranty, Warrantor may require the ability to upgrade the battery firmware or provide data logged information. Any failure to install firmware upgrades when provided or to provide data logged information upon request will void the warranty.

If the Warrantor determines that the problem with the product(s) is not due to a manufacturing defect in the Warrantor's workmanship or materials, or otherwise does not qualify for warranty repair, then the Purchaser will be responsible for all costs incurred by the Warrantor necessary to repair, replace and transport the product(s). The Warrantor will not be responsible for expenses related to installation/removal, electrical system tests, loss of time or other expenses considered incidental damages

ECO-WORTHY MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF A COURSE OF DEALING, CUSTOMER OR USAGE OF TRADE.

#### LIMITATION OF LIABILITY

UNDER NO CIRCUMSTANCES WILL ECO-WORTHY OR ITS AFFILIATES OR SUPPLIERS BE LIABLE OR RESPONSIBLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA, OR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF ECO-WORTHY OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. Neither ECO-WORTHY nor its affiliates or suppliers will be held liable or responsible for any damage or loss to any items or products connected to, powered by or otherwise attached to the Product. The total cumulative liability to the Purchaser, from all causes of action and all theories of liability, will be limited to and will not exceed the purchase price of the Product paid by the Purchaser. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.