

Warranty of Battery Products

We provide five-year warranty for the poor performance of battery products when used correctly in accordance with the product manual instructions. The warranty is in effect from the date of purchase by the user. Please read the product manual carefully before installing and using the product and use the battery correctly under the instructions of the manual.

Procedures for Warranty Claims

1. We'll assist to analyze consumer's problem within 24 hours, and help solve problem, restore battery usage, and introduce the optimal use method.
2. If our product fails to work normally, the consumer assists us in completing all the battery testing, and both parties confirm that the product does have quality problems, we'll send new battery replacement to the defective battery. And the defective battery needs to be returned to our US warehouse by the pre-paid label we prepared and will be checked and tested by our technical team.

Remarks: we provide 3-year warranty for the 12V 6Ah, 12V 10Ah and 12V 12Ah batteries.

Please refer to below information carefully for return and replacement.

For Return

Please note that Zooms 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.

For returns, please contact our customer service team at service@zoomspower.com

Please be prepared the following information:

- ① Order ID
- ② Video or photo of the faulty product (if applicable)
- ③ Shipping address
- ④ Contact phone number

For Replacements

For any issues with your product, please contact our technical support team at the below email address: **technicalsupport@zoomspower**, and we will help to analyze and solve the battery issue. If the battery turns to be defective after we assist to analyze, we will provide free replacement service after the defective battery is returned to our designated warehouse.

Please be prepared with the following information:

- ① Order ID
- ② Battery issue (please specify)
- ③ Video or photos of the damaged/defective product
- ④ Shipping address
- ⑤ Contact phone number

If you have received a defective product or one damaged during shipping, you are eligible for a refund or replacement.

In the event of a replacement, Zooms will arrange for return shipment of the defective unit, we will prepare the pre-paid label for you, please kindly help well pack and send it back to our designated warehouse by the label.

Please noted that: If the battery damage is resulted by improper handling during the setup or installation, whether done professionally or by the customer, then the product is no longer eligible for replacement or refund.