

Acoucou

MaxOne LiFePO4 Warranty Information

The following details Acoucou's warranty for the MaxOne LiFePO4 line of batteries. In no way is this warranty applicable to any other Acoucou products. If you have any questions regarding the details of the warranty, please reach out to the support team.

1. Products and Warranty Periods

Products	Warranty Period(Years)
MaxOne 12V 50Ah	7
MaxOne 12V 100 Ah	7
MaxOne 12V 200Ah	7
MaxOne 12V 300 Ah	7
MaxOne 24V 100Ah	7

2. 90 Day Money-Back Guarantee

The warranty grants a 90-day grace period for all returns in order to receive a cash-value reimbursement depending on the time-frame.

3. Return Period Qualifications

•30 days or less

For any manufacturer-related defects or problems in workmanship, we cover the cost of return services both ways. Customers are eligible for a full refund or replacement during this period.

For any returns related to a buyer making the incorrect purchase or simply not wanting it anymore, there will be a 10% restocking fee imposed for unopened/new items and 20% for used items and the buyer covers return shipping.

•30 – 90 days

For any manufacturer-related defects or problems in workmanship, we cover the cost of return services both ways. Eligible for a full refund or replacement during this period. For any returns related to a buyer making the incorrect purchase or simply not wanting it anymore, there will be a 20% restocking fee imposed for both unopened/new items and for used items. The buyer covers return shipping

•90 Days – 1 Year

For any manufacturer-related defects or problems in workmanship, the buyer will assume all return-related shipping costs. The seller will assume all shipping costs related to a replacement, if it is deemed that a replacement is necessary. Any refund will be pro-rated.

For any returns related to a customer making the incorrect purchase or simply not wanting it anymore, a 50% restocking fee will be applied to both new/unopened and used items.

•1 Year – 3 Years

For any manufacturer-related defects or problems in workmanship, the buyer will assume all return-related shipping costs. The seller will assume all shipping costs related to a replacement, if it is deemed that a replacement is necessary.

The buyer will not be eligible for refund after 1-year for any non-quality related reason.

•3 Years – 5 Years

For any manufacturer-related defects or problems in workmanship, the customer will be offered a 40% discount off a similar or equal value product listed at time of offer.

•5 Years – 7 Years

For any manufacturer related defects or problems in workmanship, the customer will be offered a 20% discount off a similar or equal value product listed at time of offer.

4. RMA Guidelines:

In order to qualify and redeem the warranty, you must do the following:

- Contact manufacturer to submit invoice/receipt and receive a Return Merchandise Authorization (RMA)
- The product you are claiming the warranty on must be in manufacturer's possession for testing and evaluation purposes before any refund/replacement/discount is issued.
- Any product returned without initial authorization will not be processed and any costs related to shipping the product back or recycling will be the responsibility of the buyer.
- It is recommended to insure the package you are sending back to cover any possible shipping-related damages during transit. Any package that is received damaged will be held or refused.
- Any product that tests non-defective will be subject to the appropriate restocking fee/handling fee. The buyer covers return shipping.

5. Exclusions and Limitations

Manufacturer's warranty obligations do not include: (i) reasonable wear and tear; (ii) normal corrosion; (iii) use of unapproved parts or unproved alterations to components to the extent prohibited by manufacturer's written operating manuals; (iv) defects caused by persons other than the manufacturer and its affiliates, including operation or maintenance of the product or installation and commissioning of the equipment, and materials by such persons in violation of the written operating, maintenance, installation, and commissioning instructions, manuals and protocols supplied to buyer, or buyer's affiliates, by manufacturer prior to such installation, commissioning or operation; (v) vandalism, misuse or Force Majeure Events; or (vi) items expected to be consumed or expended during the normal and routine operation and maintenance of the product. Buyer shall afford, or cause buyer's affiliates to afford, manufacturer reasonable access for manufacturer's performance of its warranty work, and to buyer's operation and maintenance records of the product for the purpose of analyzing warranty claims. Nothing in this warranty limits or voids any supplier's or manufacturer's warranty which provides buyer with additional and/or greater warranty rights than set forth in this warranty document. Manufacturer shall assign to buyer any and all warranties that it receives from third parties relating to performance of warranty work which exceed the manufacturer warranty period set forth in this warranty document.

It is important to note that customers are responsible for proper maintenance and understanding of the limitations of the product such as:

- Over-discharge from self-discharge during storage
- Improper use as a starting battery or other application which it was not designed for
- Product that has been opened or modified
- Applying voltages/currents that are too high
- Improper storage
- Under-sized product use
- Mechanical damage
- Repeated Reverse Polarity
- Damage or resulting internal corrosion caused by liquids.



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MaxOne 12V 200Ah; MaxOne 12V 300Ah

MaxOne 24V 100Ah;

Support

Please Feel Free to contact us for any questions or support at:

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