

This document outlines the warranty terms and conditions for ExpertPower's lithium battery product line. Please note that this warranty applies only to lithium batteries and is not applicable to any other ExpertPower products. If you have any questions about this warranty, please contact our support team.

This warranty guarantees that the batteries will be free from defects in materials and workmanship under normal use for a period of two years after purchase. However, it does not cover damages caused by customer abuse, improper handling, overcharging, undercharging, water damage, fire, or any other circumstances beyond our control. Furthermore, the warranty does not extend to normal wear and tear, capacity loss over time, or gradual decrease in battery performance. Exclusions may apply. ExpertPower reserves the right to review and test returned products for user or weather damage.

1. Products and Warranty Periods

The following table lists the warranty periods for each of our lithium battery product lines:

Products	Warranty Period (Years)
ExpertPower 12V LiFePO4 Series	2
ExpertPower 12V LiFePO4 BT Series	2
ExpertPower 12V LiFePO4 PRO Series	10
ExpertPower 24V LiFePO4 Series	2
ExpertPower 48V LiFePO4 Series	4

2. 90 Day Money-Back Guarantee

Our warranty includes a 90-day grace period for returns, during which customers are eligible for a cash-value reimbursement, depending on the time frame.

3. Return Period Qualifications

- 30 days or less

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

For returns related to incorrect purchases or items no longer needed, a 10% restocking fee will be charged for unopened/new items, and a 20% restocking fee will be charged for used items. The buyer is responsible for return shipping costs.

- **30 – 90 days**

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

For returns related to incorrect purchases or items no longer needed, a 20% restocking fee will be charged for both unopened/new items and used items. The buyer is responsible for return shipping costs.

- **90 Days – 1 Year**

For any manufacturer-related defects or problems in workmanship within 90 days to 1 year of purchase, the buyer must assume all return-related shipping costs. The seller will cover all shipping costs for any replacement deemed necessary. If a refund is issued, it will be pro-rated.

For any returns not related to product quality, such as an incorrect purchase or simply not wanting the product anymore, a 50% restocking fee will be applied to both new / unopened and used items.

After the first year, the buyer will not be eligible for a refund for any non-quality related reasons.

- **1 Year – 3 Years**

For any manufacturer-related defects or problems in workmanship within 1 year to 3 years of purchase, the buyer must assume all return-related shipping costs. The seller will cover all shipping costs for any replacement deemed necessary.

- **3 Years – 5 Years**

For any manufacturer-related defects or problems in workmanship within 3 years to 5 years of purchase, the customer will be offered a 40% discount off a similar or equal value product listed at the time of the offer.

- **5 Years – 8 Years**

For any manufacturer-related defects or problems in workmanship within 5 years to 8 years of purchase, the customer will be offered a 20% discount off a similar or equal value product listed at the time of the offer.

- **8 Years – 10 Years**

For any manufacturer-related defects or problems in workmanship within 8 years to 10 years of purchase, the customer will be offered a 10% discount off a similar or equal value product listed at the time of the offer.

4. RMA Guidelines:

To qualify and redeem the warranty, customers must follow these guidelines:

- Contact the manufacturer to submit an invoice or receipt and receive a Return Merchandise Authorization (RMA).
- The product being claimed under warranty must be in the possession of the manufacturer for testing and evaluation purposes before any refund, replacement, or discount is issued.
- Any product returned without initial authorization will not be processed, and the buyer will be responsible for any costs related to shipping the product back or recycling it.
- It is recommended to ensure the package being sent 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

- Reasonable wear and tear.
- Normal corrosion.
- Use of unapproved parts or unapproved alterations to components to the extent prohibited by the manufacturer's written operating manuals.
- 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 the buyer, or buyer's

affiliates, by the manufacturer prior to such installation, commissioning or operation.

- Vandalism, misuse, or Force Majeure Events.
- Items expected to be consumed or expended during the normal and routine operation and maintenance of the product.

*Note on Customer Responsibilities:

Customers are responsible for proper maintenance and understanding the limitations of the product. This includes:

1. Over-discharge from self-discharge during storage.
2. Improper use as a starting battery or in applications for which the product was not designed.
3. Opening or modifying the product.
4. Applying voltages/currents that are too high.
5. Improper storage.
6. Use of an undersized product.
7. Mechanical damage due to impact, excessive vibration, penetration, etc.
8. Damage due to connecting in reverse polarity.
9. Damage or resulting internal corrosion caused by liquids.
10. Use of an incorrect charger or charging profile.
11. Use of an appliance with built-in charging for a different battery chemistry.
12. Connecting the batteries to higher voltage or currents than supported, as stated in this document.

For Questions
And Support

Visit us at:
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