

Warranty Certificate

We offer 5 years warranty for this item.

For damage caused by non-human factors, after providing evidence such as photos or videos, we will send replacement or refund to customer.

1. Submitted Claimation Time require as following,

If the battery is damaged or lost, the customer needs to submit the warranty request within one week of receiving the goods.

2. Proof of warranty required,

(1) Battery damaged or swelling

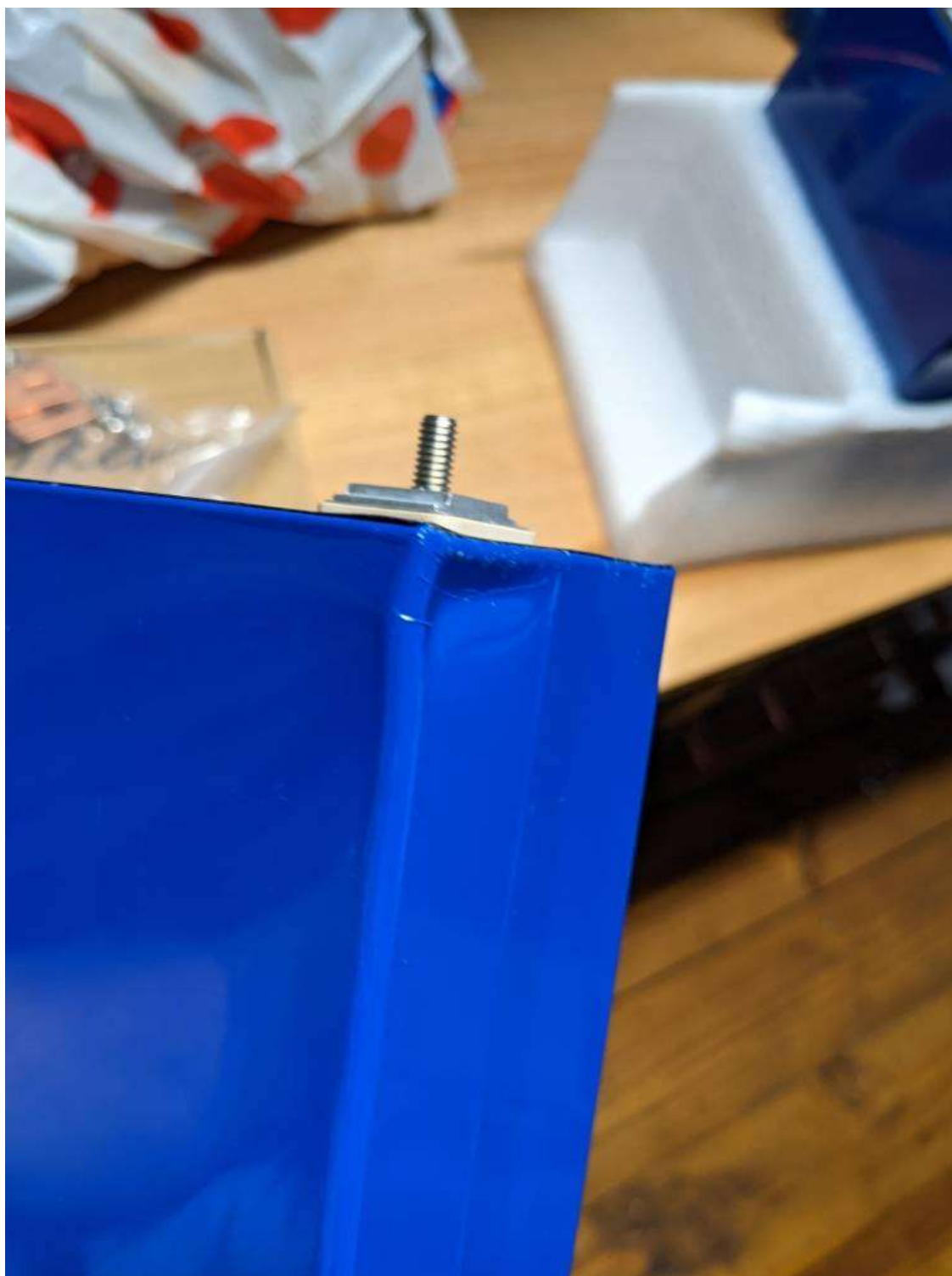
① Provide a completed picture of the battery, if there is more than 1 piece, need to put all the damaged batteries together and take pictures together.

The pictures standard please refer to the attached page 2nd

② Pictures of battery charging, whether they are used with BMS.

The duration of charging, the current during charging, and whether it is continuous.

Parameter settings when the battery is used with BMS.



(2) The Lost Packages

Need the Personal handwritten documents proof for the Package Not Received Statement. And need to take the picture and send it to the Local Express shipping company or upload it on their official website for a document record.

Please refer to the below Format and information.

Package Not Received Statement

I am, [name], the [Country] national, residing at [address] hereby declare that:

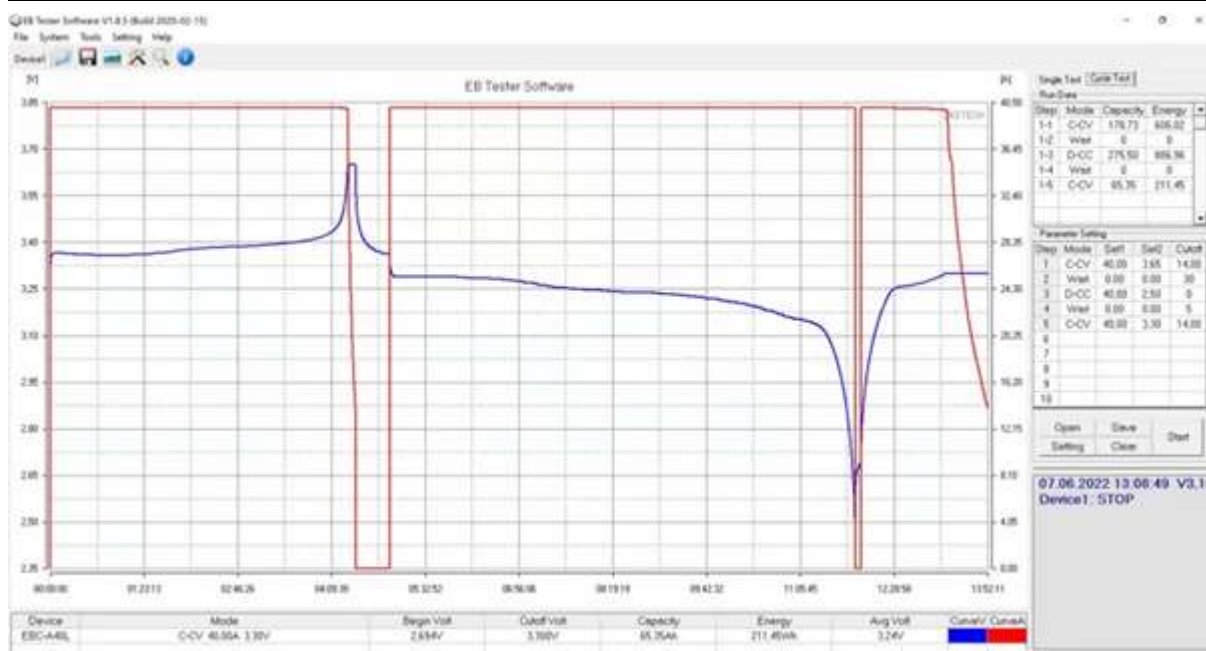
I have not received the courier from [Express company], for the quantity of (number of cartons), the tracking number is xxxxxxxx.

Signature: (Must Handwritten)

Dated: (Must Handwritten)

(3) Missing Capacity

Proof of capacity test reports and graphs are required.



3. Reissues and Refunds

Replacement of batteries or refund of payment will be processed within 7 working days after the certificate is submitted.