

Tenergy Warranty

## Merchandise Return/Exchange Policies

### Product Warranty Timeframe

|   |            |
|---|------------|
| Returns for refund  | 30<br>Days |
| Warranty/Exchanges for defective Rechargeable Batteries/Packs<br>(Includes: NiCD, NiMH, Li-Ion, LiPO, & LiFe) | 90<br>Days |
| Warranty/Exchanges for defective Chargers   | 1 year     |

### Products Excluded From Above Warranty:

|  |           |
|--|-----------|
| Primary Lithium and Alkaline batteries             | 0<br>Days |
| RC Products (Helicopters, Quadcopters, Boats, etc) | 7<br>Days |

### Other:

|   |           |
|---|-----------|
| Order discrepancies/Dead-On-Arrival (DOA) | 7<br>Days |
|---|-----------|

### GENERAL RETURN INFORMATION

Upon receiving your order, we ask that a thorough inspection be made. This is to ensure that all items ordered are received, and that no items are missing or incorrect. Please inspect all items for any signs of damage or defect.

If any items are missing, damaged, or incorrect - follow the instructions below and send notice as soon as possible. Please note that International buyers will pay for shipping costs, both ways.

1. Send notice of any error within 7 Business days of the delivery date.  
We reserve the right to refuse any return for which notice was not given within this period.
2. Initiate the RMA process through our representatives via e-mail, phone call, or live chat for an RMA number.  
Note: Do not send back any product without an RMA number, as your return may be denied.  
\*Submission through the form does not mean RMA has been approved. Our representatives may contact you with additional details before RMA (Return) is approved.
3. Return the item(s) within 14 days of the RMA issue date.
4. All refunds will be applied AFTER the returned items have been received to our warehouse.
5. All exchanged items will be shipped AFTER the defective units have been received and tested by our QC department.

### RETURN FOR REFUND DETAILS

If a purchase is not satisfactory, or was purchased in error, you are welcome to apply to initiate the RMA process by following the procedure below. Shipping costs or insurance fees are nonrefundable. Any item(s), including items nonfunctional or dead on arrival, returned for a cash refund, will not be provided with a shipping label.

1. Send notice of a desired return within 30 days of the original purchase date. We reserve the right to refuse any returns where notice is given outside of this period.
2. Initiate the RMA process through a representative via e-mail, phone call, or live chat for an RMA number.

Note: Do not send back any product without an RMA number, as your return may be denied.

\*Submission through the form does not mean RMA has been approved. Our representatives may contact you with additional details before RMA (Return) is approved.

3. Return item(s) within 14 days of the RMA issue date.
4. Refunds are applied only AFTER the returned item(s) have been received.
5. Please allow up to 3 days after the item(s) have been received for the refund to take effect.

**\*Note:** Refunds for items that were shipped via “Free Shipping” or through use of Coupon Codes are subject to retroactive shipping fees upon their return.

#### **EXCHANGES FOR REPLACEMENT**

If an item ordered is determined to be defective, please follow the instructions below. Returned items will be tested by our QC department to identify any defects. If an item is determined to be in working condition, the RMA may be denied, and the original product may be returned to sender. Please note that shipping labels are only provided for defective units that are reported within 7 days of arrival. Exchanges may be made for the same product only.

1. Send notice of the defective product within 90 days of the original purchase date. We reserve the right to refuse any return where notice is given outside of this period.
2. Initiate the RMA process through a representative via e-mail, phone call, or live chat for an RMA number.

Note: Do not send back any product without an RMA number, as your return may be denied.

\*Submission through the form does not mean RMA has been approved. Our representatives may contact you with additional details before RMA (Return) is approved.

3. Return item(s) within 14 days of the RMA issue date.
4. Upon its arrival, the defective product will be tested by our QC department to determine any defects.
5. If the item is determined to be defective, a replacement unit will be sent out.

#### **LOST IN TRANSIT CASES**

If in the event that an order has been deemed delivered by the courier, but has not been received by the customer, we ask that the following instructions be followed.

1. Send notice of the missing item within 3 *days* of missed delivery date.
2. Buyer may be asked to give up to 7 days for a grace period, to allow for any inaccuracies in the courier services tracking updates.
3. In the meantime, buyers are asked to contact neighbors, housemates, landlords, or front desks to ensure that the package has not been intercepted by an acquaintance.
4. After the specified waiting period has passed, a claim may be filed with the courier service to initiate an investigation.
5. Any resulting reshipment will be determined only after all these steps have been taken, and any extra shipping and handling fees may be the responsibility of the customer.

#### **PACKING ERRORS-WRONG/MISSING ITEMS**

1. Send notice of the missing or incorrect items within 7 days of receiving the order. If a notice is sent outside this period, the process may be severely delayed, or even dismissed.
2. Photos of the incorrect item, or of the packaging that the order arrived in, may be requested for our records.
3. Obtain an RMA number and, if applicable, a pre-paid shipping label, from a representative.
4. Return item(s) within 14 days of the RMA issue date.

#### **CROSS-SHIPING**

Tenergy does not cross-ship. If an item needs to be returned, a replacement will be sent out only after the unit has been returned. If a refund is to be applied, it will only go through processing after the product has been returned.

#### **PRIMARY/ALKALINE BATTERIES**

All sales for Primary and Alkaline batteries are final. No returns or exchanges are permitted for any reason.

#### **RETURNS FOR RC UNITS (Helicopters, Quadcopters, Boats, etc)**

All RC units have a 7 day warranty that begins from the date of package delivery. Any malfunction reported outside this period of time will not be eligible for a return or exchange and an RMA will be denied. Any refund of an RC unit is contingent on the unit being in its original, unopened package. Any physical damage, crash, hard landing, or visible wear will void the warranty and leave the unit ineligible for return or exchange.

#### **GENERAL WARRANTY INFORMATION**

A return may be denied if the warranty has been voided in any of the following ways:

- Physical damage has been inflicted on the product.
- Any permanent or prevalent marks or scuffs are present.
- Damage from improper storage, abuse, or user error.
- Any alterations or modifications to the product.
- Remove of identification labels such as, but not limited to, the original label, patent, serial number, or trade dress.

- Usage of product contrary to its stated instructions.

**RESTOCKING FEES**

Any return for refund is subject to a restocking fee of 15% and all shipping or insurance fees are forfeit. Restocking fees can be implemented if original packaging is lost, any welding or soldering has occurred, there are missing pieces or accessories, or any item is missing a UPC code. A higher restocking fee may be applied depending on the condition of the returned items.

**ADDITIONAL INFORMATION**

All Products sold by Tenergy are in new, unused condition, except where otherwise noted. All items delivered via Tenergy are warranted to the warranty policies in place. Third party owners are subject to voided warranties or denied returns. All products are only guaranteed to be as effective as stated in description, and are subjective to variable environmental factors. Customers are responsible for ensuring that the correct product is purchased for their intended purpose. Tenergy is not responsible for any damage caused by improper handling or misuse of any product.

**TERMS OF SALE**

Tenergy, its parent company, or any subsidiary, will not be held liable for any special, consequential, incidental, or any other damage to the product or resulting of the product. This includes, but is not limited to, damage, loss of profits, loss of effectiveness, loss of use, or ANY consequence regarding third party buyers.

All purchases from Tenergy require an agreement to all terms listed here and include all conditions and return policies.

Customer service contact information: [service@tenergy.com](mailto:service@tenergy.com),