

Bioenno Power Limited Warranty for Lithium Iron Phosphate Battery

Effective September 25, 2013, the terms of Bioenno Power Limited Warranty for Lithium Iron Phosphate (LiFePO4) Battery is as described below and retroactively extended to all previous sales.

Warranty Terms

Limitation of coverage

Unless another Warranty Terms is agreed upon in the Terms of Sale, Bioenno Power LLC warrants only to the original purchaser of Bioenno Power LiFePO4 battery that the product is free of defects in material and workmanship for a period of 2 years for orders originating in North America, prorated from the date of purchase as indicated on the receipt/invoice. This warranty is prorated according to the chart below:

| Month | 1~6 | 7~12 | 13~18 | 19~24 |
|--------------------|------|------|-------|-------|
| Discount from MSRP | 100% | 75% | 50% | 25% |

The defective battery will be replaced with a new battery of the same or equivalent model, at Bioenno Power's discretion. This warranty does not cover damage to the product caused by abuse, neglect, improper use, unauthorized modification or tampering, improper maintenance, normal wear and tear, disposal in a fire, freezing, theft, accidental damage, or other forms of physical damage. This warranty does not cover accessories bundled with the battery, including but not limited to: chargers, extra connectors, etc. This warranty shall be in lieu of any other warranty, express or implied, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose.

Warranty Process

- 1) The customer must contact Bioenno Power via telephone, e-mail, or written communication within the warranty period for service.
- 2) Bioenno Power will contact the customer for additional information and perform simple diagnostics to determine the defect.
- 3) If the defect is covered by this warranty, Bioenno Power will issue a Return Merchandise Authorization (RMA #) along with return instructions to the customer
- 4) The customer is responsible for returning the battery to Bioenno Power according to the instructions given.
- 5) Upon receipt of the defective return, Bioenno Power is responsible for sending a replacement to the customer under the Warranty Terms. Shipping charges may apply if the replacement is sent to countries outside North America even for valid warranty claims. The customer will be advised of the shipping charges when applicable.

Revised September 25, 2013

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