



GENUINE POWER

Manufacturers of Battery packs & importers of
Rechargeable batteries of
>Nicc >Nimh >Li Ion >Lipo >LiFePO4 >LiSoCl2 >Lead Acid

WARRANTY TERMS

Material use: Most of the batteries that Genuine Power deals in are lithium batteries and as these batteries are considered as dangerous goods and are highly flammable and hazardous. Any misuse or accidents arising due to the use of these batteries or battery packs is not a responsibility of Genuine Power. Genuine Power will hence not be held responsible under any circumstances if the accidents happen while shipping / delivery of the battery or the misuse of the battery by the buyer, or accidents that may cause any kind of damage to human or any living/non living entity that happen at the buyers or courier company's end.

Warranty terms for Genuine Power's Lithium-ion Battery

- 1. Scope of Warranty Coverage:** This warranty applies to the lithium rechargeable batteries and rechargeable battery packs only which have specifically been mentioned as covered under warranty as per our warranty terms mentioned , not all batteries or battery packs that Genuine Power deals in are covered under warranty. Warranty starts after the product is dispatched.
- 2. Product Workmanship Warranty.** Genuine Power warrants the Product to be free from defects in materials and product workmanship under normal application, installation, use, and service conditions for a period as mentioned by Genuine Power on Email, from the date of Product purchase by the first Customer or if it reaches the no of cycles intended to reach or up to an energy throughput mentioned in the datasheet, whichever occurs first. **This warranty will apply only if the product is registered within 60 days from the product being manufactured and handed over to customer by Genuine Power, if a Customer fails to register the same warranty will not be applicable.** Any subsequent sale of the Product shall not affect the warranty term however a re-registration by the new user / customer is mandatory or else will violate the warranty terms and will be void from warranty. If the Product fails to conform to the warranty terms mentioned in this sheet as determined by Genuine Power in its sole and absolute discretion the warranty will be considered as void, Otherwise Genuine Power will employ one of the following Limited Warranty Remedies as set forth in Section 3 below. This Limited Product Workmanship Warranty does not in any way address or relate to the Product's energy retention capacity.
- 3. Limited Warranty Terms.** Genuine Power, at its sole discretion, will repair the battery pack and all the cost including labor, spare parts etc will be borne by the buyer in case where warranty is void.
- 4. Limited Remedy Conditions.** When one of the Limited Warranty Remedies is employed, the following conditions will apply:
 1. The warranty remedy will extend only to claims received before the end of the warranty period.
 2. The original warranty period remains in effect and will not be extended, nor will a new warranty period begin, upon repair, replacement, or prorated refund of the defective Product.
 3. Remedy options may not be combined. Only one remedy option will be employed at Genuine Power's sole discretion.
 4. The warranty remedy is applicable to the Battery pack only and does not apply to any other system components or parts.
 5. When Product is the subject of third party financing, any applicable refund will be paid to the title-holder of the Product.
 6. Product removal, packaging, transportation, reinstallation, and related costs and fees are excluded from these limited warranties and will be chargeable extra.
 7. Product that is replaced by Genuine Power shall become the property of Genuine Power. Genuine Power reserves the right, at its sole option, to deliver another type of new or refurbished Product that may differ in size, color, shape, model number, and/or energy level.



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5. **Limited Warranty Exclusions.** The warranties above are void and do not apply under the following:
1. Products sold and/or installed outside India, are not covered by the warranties
 2. Expiration of warranty, no evidence of purchase, or no proof of installation by a qualified battery specialist / engineer
 3. Altered, removed, or illegible Product serial number(s).
 4. Any Product repaired by anyone other than Genuine Power.
 5. Installation in an outdoor location or an indoor location that does not provide a conditioned environment of 0°C to 50°C (32°F to 122°F).
 6. Improper applications.
 7. Damage due to lack of compliance with the details provided by Genuine Power, national or local bodies, or any authority having jurisdiction.
 8. Damage due to insufficient ventilation of the Product.
 9. Damage or corrosion resulting from environmental pollution such as soot, chemical vapors, acid, rain, direct contact with saltwater such as ocean spray, immersion in water, whether caused by flooding or otherwise, and any type of mold.
 10. Damage caused by inadequate or improper usage, alteration, installation, wiring, handling, removal, maintenance, storage, packaging or transportation.
 11. Damage caused by abuse, neglect, vandalism, accident, animals or insects, or external stress, such as, but not limited to, wet conditions, any impact or force or shock greater than set forth in the specifications.
 12. Damage from non-compatibility with, or defects in, system-related parts and components not otherwise supplied by Genuine Power or its agents or representatives.
 13. Damage to the surface exterior such as, but not limited to, cuts, scrapes, scratches, punctures, penetrations, or wear and tear, from objects such as, screws, bolts, nails, tools, system or structural components, sharp edges, constant rubbing, tree branches, etc.
6. **Limitation of Warranty.** The express warranties set forth herein shall constitute the only warranties applicable to the product. Genuine power hereby expressly disclaims any and all other warranties, express or implied, including without limitation the warranties of merchantability or fitness for particular purpose, use, or application, and all other obligations or liabilities on genuine power's part, unless such other warranties, obligations or liabilities are expressly agreed to in writing by genuine power. Genuine power shall not be responsible or liable in any way for damage or injury to persons or property, or for other loss or injury resulting from any cause whatsoever arising out of or related to the product, including, without limitation, any defects in the product, or from use or installation. In no event shall genuine power be liable for incidental, consequential or special damages, loss of use, loss of profits, loss of production, or loss of revenues for any reason whatsoever. Genuine power's total liability, if any, in damages or otherwise, shall not exceed the invoice value paid by the customer for the product or service(s) furnished, which is the subject of claim or dispute.
7. **Obtaining Warranty.** Customers who believe they have a justified claim covered by this Limited Warranty must immediately notify the installer who sold the Product, or an authorized Genuine Power representative, or contact Genuine Power directly by writing to: Genuine Power Ground floor Khushnuma bldg Mithanagar Sno42 Kondhwa Pune 411048 sales@genuinepower.in Customers may also contact Genuine Power via its website as follows, www.genuinepower.in Claims must accompany evidence of the Product purchase date by the Customer. The return of any Product will not be accepted by Genuine Power unless accompanied by a valid return material authorization and prior written authorization issued by Genuine Power. As mentioned above it is also to be noted that the freight charges will be borne by the customer for both ways that is while sending the materials to Genuine Power and also post repair/replace sending the materials back to the customer. If a part, provision or clause of this Limited Warranty, or its application to any person or circumstance is held invalid, void or unenforceable, such holding shall not affect this Limited Warranty and all other parts, provisions, clauses or applications shall remain, and, to this end, such other parts, provisions, clauses or applications of this Limited Warranty shall be treated as severable.



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8. The Customer may bring no action, regardless of form, arising out of or in any way connected with this Limited Warranty, more than one (1) month after the date the Customer receives notice of Genuine Power's final decision on the Customer's warranty claim.
9. **Force Majeure.** Genuine Power shall not be held responsible or liable to the Customer or any third-party arising out of any nonperformance or delay in performance of any terms and conditions of sale, including this Limited Warranty, due to acts of God, war, riots, strikes, unavailability of suitable and sufficient labor, material or capacity or technical or yield failures and any unforeseen event beyond its control, including, without limitations, any technological or physical event or conditions which is not reasonably known or understood at the time of the sale of the Product or the claim