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### **Battery Warranty Policy**

NPPOWER follows the strict Six Sigma Standards of manufacturing which insures that defect rate are minuscule. That is why we take great pride in the batteries we manufacture and confidently back our batteries with a hassle-free manufacturer warranty. If for any reason your battery fails to perform as specified during the warranty coverage period, we will replace your battery and ship out a replacement anywhere in the lower 48 states for free.

***\*\*Please Note\*\* NPPOWER reserves the right to refuse warranty coverage including but not limited to: if buyer fails to notify us of such defects within ten (10) days after defect is discovered; if battery has been subjected to misuse, negligence, or involved in an accident; if the battery was purchased from an unauthorized retailer/distributor.***

### **Warranty Breakdown By Battery Type:**

#### **1. Rechargeable Sealed Lead Acid Battery as defined by series designation of: One (1) year.**

- (1) General Series;
- (2) Deep Cycle Series;
- (3) Gel Series;
- (4) Front Terminal Series.

#### **2. Rechargeable Sealed Lead Acid Battery High Rate Series:**

- (1) **One (1) year** for HR1219W, HR1221W, HR1224W, HR1228W, HR1234W, HR1280W, HR12110W;
- (2) **Two (2) year** for HR12150W, HR12160W, HR12200W, HR12280W, HR12330W, HR12390W, HR12475W, HR12500W, HR12540W.

**Application exceptions: batteries used in mobility applications (including but not limited to wheelchair, scooter, pallet jack, golf cart) shall carry a six (6) month warranty only.**

### **Warranty Claims:**

NPP battery production date and open circuit voltage are required when submitting a warranty claim. Additional information about the application, charger, or pictures may be request. Sealed Lead-Acid battery production date are two letters followed by a 4-digit number.

Information given at the time of the claim must match the product received at NPP. Please submit your claim at [customerservice@nppower.us](mailto:customerservice@nppower.us).

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**Warranty Procedure:**

**Online Orders, Wholesale, Retail or Dealer:** Warranty claims must be addressed with the online seller, wholesaler, original retailer or dealer. A production date, open circuit voltage, and proof of purchase must be presented at time of claim.

**NPP Direct purchase:** Warranty claims for products purchased directly from NPP also require proof of purchase, production date, and open circuit voltage at time of claim. At NPP's discretion, you may be required to return the product for further evaluation. If the item is deemed by NPP to be faulty because of a manufacturing defect, and is within the warranty period, the item will be replaced. The cost of return freight for product that does not have a material or manufacturing defect will be the customer's responsibility.

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