



LIMITED WARRANTY

for DV Battery Packs

**HED-FW50 ; RP-LPE6 ; RP-NPF550 ; RP-NPF770 ; RP-NPF970 ; RP-NPF1000
RP-PD54S ; RP-PD56L ; RP-VBD78 ; RP-JC70 ; RP-BP975 ; RP-BPU80**

HEDBOX warrants to the original purchaser that the Battery is free of defects in material and workmanship in the term of manufacturing for the time period of **One (1) Years**, and in term of Battery Capacity HEDBOX warrants that the above mentioned batteries will retain a minimum **80% SOC** (State Of Charge), or **80% SOH** (State Of Health), whichever occurs first, for the **One (1) year** of battery usage from the date of original purchase, and within **250 charge cycles** from the date of first charge. The battery will be replaced free of charge, within the Limited Warranty period from date of original purchase. The Limited Warranty period for a battery is calculated from the original battery purchase date. The original sale receipt is required to establish proof of purchase and warranty date, and must be provided to an authorized HEDBOX Distributor or Reseller for all warranty claims. The warranty for replacement batteries will be based on the original battery purchase date, as identified on the original battery purchase sale receipt. Under no circumstance will a replacement battery have a warranty date different than the original battery purchase date. If a replacement is necessary due to a defect in materials and/or workmanship, then upon return to an authorized HEDBOX Distributor/Reseller for retail store purchases or the HEDBOX Battery factory for purchases made directly from HEDBOX.

A battery end-of-life within the warranty period that is deemed to be caused by wear-out due to discharge / recharge cycling will not be considered a defect and will not be covered by the warranty. The battery's life will vary based on the application in which they are used, ambient temperature, frequency of discharges and depth of discharges.

The battery must be used in the application for which it was designed. The battery owner must read warning labels on the battery and exercise due care in working on or around it. HEDBOX batteries must be maintained in accordance with HEDBOX Battery's Operating and Maintenance instructions

HEDBOX will have no obligation under this limited warranty in the event the battery is damaged or destroyed as a result of any of the following events:

- Improper installation; damage or destruction by abusive overcharging; collision; improper maintenance or mishandling of the battery, collision, overcharging, alteration, improper installation, use of special additives, unauthorized attempt to repair, or failure to keep the battery properly maintained.
- Natural forces such as wind, lightning, hail; damage due to fire, collision, explosion, misuse, fire, freezing, vandalism, any willful or negligent act, penetration or opening of the Battery case in any manner.
- Overcharging, undercharging, leaving in a discharged state, charging or installing in reverse polarity, improper maintenance, allowing the Battery to be deeply discharged via parasitic load or mishandling of the Battery such as but not limited to using the terminals for lifting or carrying the Battery.
- If the battery suffers physical damage, due to the fall or negligent handling
- Trickle chargers that do not have a regulated trickle charge voltage will cause early failure of the Battery. Use of such chargers with the Battery will also void the Battery's warranty.
- Normal deterioration in the electrical qualities or the acceleration of such deterioration due to conditions that accelerate such deterioration.
- If the Battery is used in an application that requires higher cranking power or a greater reserve rating than the Battery is designed to deliver, or the Battery is otherwise used in an application for which it was not designed.
- This limited warranty does not cover batteries that are merely discharged.
- This limited warranty does not cover batteries that have been operated or stored at a temperature over 140°F (60°C)
- **This limited warranty does not include the date of any subsequent replacement.**

WARNING – Do NOT use any type of oil, organic solvent, alcohol, detergent, strong acids, strong alkalis, petroleum-based solvent or ammonia solution to clean the electrical contacts or covers. These materials may cause permanent damage to electrical contact, the battery casing and cover and will void the warranty.

REPLACEMENT:

Replacement will be honored by an authorized HEDBOX Distributor or Reseller. Batteries for warranty replacement consideration are to be returned to the original supplying distributor/reseller with original receipt. The original battery sale receipt must be maintained for any claims. In no event shall the User return material to HEDBOX, Authorized Distributor or Reseller without prior written authorization (RMA). The User shall be responsible for all costs incurred in returning material and for secure packaging or returned materials to provide the best possible assurance against damage in the shipment. Batteries shall not be returned to HEDBOX, Authorized Distributor or Reseller without special instructions for handling and shipping. The customer is responsible for paying all of the following costs associated with the replacement: labor for removal or installation; applicable taxes; and any shipping or transportation costs incurred in returning the battery to the distributor/reseller for evaluation. To obtain a replacement battery, user must present original battery to an HEDBOX Authorized Warranty Distributor or Reseller that has an appropriate replacement battery in stock. That Distributor/Reseller will have a reasonable time to test user original battery and, if defective, replace it according to the terms of this limited warranty.

To find the HEDBOX Authorized Warranty Distributor or Reseller, nearest you, visit www.hed-box.com.

WARRANTY DISCLAIMER AND LIMITATION OF LIABILITY

This limited warranty is exclusive and is in lieu of, and manufacturer disclaims and excludes, all other warranties or remedies for breach of warranty, whether statutory, express or implied warranties, including, without limitation, any warranty of merchantability, non-infringement, or fitness for a particular purpose. Manufacturer’s exclusive liability for breach of any warranty on the battery shall be to repair or replace the battery or repay the pro-rated portion of the actual purchase price paid for the defective product within the warranty period in accordance with the terms of this limited warranty. In no event shall HEDBOX or any of its affiliates be liable in contract, tort or otherwise for any loss, claim or damages of any other kind, whether direct, incidental, consequential, exemplary, special, punitive, remote or otherwise, including any lost profits, lost revenue, loss of equipment, cost of purchased power, cost of substitute product, facilities or services, claims of customers of owner, or removal, shipping, transportation or installation expenses. Further, in no event will HEDBOX total liability exceed the sum paid by owner for the product giving rise to the claim hereunder. HEDBOX will not be responsible for any expenses for transportation, duties and taxes, installation, recharging, electrical system tests, loss of time, loss of use of equipment, service calls, use of rentals, or other expenses.

The Warranty Period will be reduced if operating temperatures exceed 105°F (40°C), as follows: the Warranty Period will be reduced by 50% for every 40°F (5°C) of operating temperatures over 105°F (40°C).

THE PROVISIONS OF THIS LIMITED WARRANTY SHALL NOT APPLY OR EXTEND TO ANY PRODUCTS THAT HAVE BEEN SUBJECTED TO:

Accident, abuse or neglect such as improper fluid levels (over or under watering); discharging beyond depth of discharge recommended in manufacturer’s literature; damage from shipping; loose wiring; rusted or corroded hardware; improper maintenance; improper installation; improper storage; improper removal; improper repair; neglect; breakage; cracked covers and cases; bulged or otherwise damaged cases from heat; freezing; fire; broken/melted terminals; explosion; wreckage; exposure to excessive heat or cold temperatures; operating conditions or applications above the rated capacity of the product; the addition of any chemical or solution; insufficient charging (undercharging, overcharging or lack of periodic equalization charges); use of the battery in an uncharged condition; discharged batteries; improperly sized batteries or oversized battery sets; improperly sized charging systems; batteries damaged from electrical equipment; if the manufacturing and/or finishing date codes have been destroyed or tampered with; or if the batteries have not been used, operated and/or maintained in accordance with HEDBOX’s Operating and Maintenance instructions.

No person, agent, distributor, reseller or other third party is authorized to change, modify, or extend the terms of the limited warranty in any manner whatsoever.

LIMITATIONS ON GUARANTEE WARRANTY

THE ABOVE GUARANTEE IS THE ONLY REMEDY PROVIDED BY HEDBOX, TO ITS DISTRIBUTORS/RESELLER. THIS IS HEDBOX’S EXCLUSIVE WARRANTY. NO PARTY HAS EXPRESS OR IMPLIED AUTHORITY TO CHANGE OR ANNUL THIS WARRANTY IN ANY MANNER. IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. HEDBOX DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

LEGAL RIGHTS

This Limited Warranty gives you specific legal rights, and you may also have other rights which may vary from country to country, or state to state. Some countries and states do not allow any limitation on implied warranties or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

Name : _____

Battery Model: _____

Serial Number: _____

Sale Receipt No.: _____

Authorized Seller Signature

This warranty is non-transferable.

HEDBOX
Europe & USA