



LIMITED WARRANTY

for DV Battery Packs

HEDBOX warrants to the original purchaser that the battery is free from defects in material and workmanship for **one (1) years** from the date of purchase. Regarding battery capacity, HEDBOX guarantees that the batteries will retain a minimum of **80% SOC** (State Of Charge) or **80% SOH** (State Of Health) for the first **six (6) months** of use. Additionally, they will retain a minimum of **60% SOC** or **60% SOH** for the subsequent six (6) months of usage, starting from the date of first charge. The battery will be replaced free of charge within the limited warranty period from the date of original purchase. The limited warranty period for a battery is calculated from the original battery purchase date. The original sales 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 sales receipt. Under no circumstances will a replacement battery have a warranty date different from the original battery purchase date. If a replacement is necessary due to a defect in materials and/or workmanship, it must be returned to an authorized HEDBOX distributor or 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 it is 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 the warning labels on the battery and exercise due care when 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 if 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, overcharging, alteration, unauthorized repair attempts, or failure to properly maintain the battery.
- Natural forces such as wind, lightning, hail; damage due to fire, explosion, misuse, 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, including using the terminals for lifting or carrying.
- Physical damage to the battery due to a fall or negligent handling, alteration, removal, or falsification of **Hedbox QR Security Serial Number labels**, or if unauthorized dismantling, repair or changes are made to the Hedbox Battery.
- Trickle chargers that do not have a regulated trickle charge voltage will cause early failure of the battery. Use of such chargers will also void the battery's warranty.
- Normal deterioration of electrical qualities or the acceleration of such deterioration due to unfavorable conditions.
- If the battery is used in an application requiring higher cranking power or a greater reserve rating than the battery is designed to deliver, or if the battery is 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 temperatures 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 solvents, or ammonia solution to clean the electrical contacts or covers. These materials may cause permanent damage to electrical contacts, the battery casing, and the cover, and will void the warranty.

REPLACEMENT:

Replacement will be honored by an authorized HEDBOX distributor or reseller. Batteries considered for warranty replacement must be returned to the original supplying distributor/reseller with the original receipt. The original battery sales receipt must be maintained for any claims. In no event shall the user return material to HEDBOX, an 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 of returned materials to provide the best possible assurance against damage during shipment. Batteries shall not be returned to HEDBOX, an 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, the user must present the 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 the user's original battery and, if defective, replace it according to the terms of this limited warranty.

To find the nearest HEDBOX authorized warranty distributor or reseller, visit www.hedbox.com.

WARRANTY DISCLAIMER AND LIMITATION OF LIABILITY

This limited warranty is exclusive and is in lieu of, and the manufacturer disclaims and excludes, all other warranties or remedies for breach of warranty, whether statutory, express, or implied, including, without limitation, any warranty of merchantability, non-infringement, or fitness for a particular purpose. The 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 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 products, facilities, or services, claims of customers of the owner, or removal, shipping, transportation, or installation expenses. Further, in no event will HEDBOX’s total liability exceed the sum paid by the 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 the depth of discharge recommended in the 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/RESELLERS. 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.

User Name : _____

Plate Model: _____

Serial Number: _____

Sale Receipt: _____

Authorized Seller Signature

This warranty is non-transferable.

HEDBOX
Europe & USA