



# LIMITED WARRANTY

## for Adapter Plates

**HEDBOX** warrants that each adapter plate delivered by HEDBOX ("Hedbox Plate") will comply with current HEDBOX technical specifications in force at the time of delivery and shall have no material or manufacturing defects throughout the warranty period of **two (2) years** from the date of original purchase. The warranty period for a Hedbox Plate is calculated from the original plate 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. Under no circumstances will a replacement or repair of the Hedbox Plate have a warranty date different from the original Hedbox Plate 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 to the HEDBOX Battery factory for purchases made directly from HEDBOX.

The Hedbox product must be used in the application for which it was designed. The Hedbox product owner must read the warning labels on the Hedbox product and exercise due care when working on or around it. The Hedbox product must be maintained in accordance with the Hedbox product's operating and maintenance instructions.

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

- Failure to comply with the Hedbox Plate user manual and other HEDBOX instructions; abuse; improper use; use outside of normal domestic applications; negligence; accident; fire; flood; natural catastrophe; inappropriate applications; incorrect connection to electrical currents and inappropriate power sources; the use of wrong fuses; overheating; contact with high voltages and dangerous substances; and other events which HEDBOX is unable to control.
- This limited warranty does not apply to equipment that is not manufactured or supplied by HEDBOX or to damage or loss resulting from the use of a Hedbox Plate outside of the EU, EEA, or the USA. By accepting a Hedbox Plate, the user agrees to closely assess the appropriateness of the Hedbox Plate for the intended use and to carefully read and strictly follow all instructions supplied by HEDBOX (including all updated information relating to the Hedbox Plate available on the HEDBOX website [www.hedbox.com](http://www.hedbox.com)).
- In no case will this limited warranty cover damage or loss occurring during the delivery of the Hedbox Plate to or from HEDBOX.
- This limited warranty will also not apply to any battery or batteries supplied, used, or purchased for the Hedbox Plate.
- The limited warranty is invalid if there is alteration, removal, or falsification of **Hedbox QR Security Serial Number labels**, or if unauthorized dismantling, repair, or changes are made to the Hedbox Plate. In no event will HEDBOX be liable for the costs or damages resulting from changes, modifications, or repairs to the Hedbox Plate that have not been expressly authorized in writing by HEDBOX, and HEDBOX will not be liable for loss or damage to the Hedbox Plate or to any other equipment in the possession of HEDBOX.
- Normal deterioration in the electrical qualities or the acceleration of such deterioration due to conditions that accelerate such deterioration.
- If the Hedbox Plate is used in an application that requires higher cranking power or a greater reserve rating than the Hedbox Plate is designed to deliver, or if the Hedbox Plate is otherwise used in an application for which it was not designed.
- This limited warranty does not cover Hedbox Plates 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 solvents, or ammonia solution to clean the electrical contacts or covers. These materials may cause permanent damage to electrical contacts, the Hedbox Plate casing, and cover, and will void the warranty.

### WARRANTY REPAIR/REPLACEMENT:

Repair or replacement of the Hedbox Plate will be honored by an authorized HEDBOX distributor or reseller. Hedbox Plates for warranty replacement or repair consideration must be returned to the original supplying HEDBOX distributor/reseller with the original receipt. The original Hedbox Plate 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 the Hedbox Plate and for secure packaging of the returned Hedbox Plate to provide the best possible assurance against damage during shipment. The Hedbox Plate shall not be returned to HEDBOX, an authorized distributor, or reseller without special instructions for handling and shipping. The user is responsible for paying all of the following costs associated with the warranty repair or replacement: labor for removal or installation; applicable taxes; and any shipping or transportation costs incurred in returning the Hedbox Plate to the HEDBOX distributor/reseller for evaluation. To obtain a repair or replacement for the Hedbox Plate, the user must present the original Hedbox Plate to an HEDBOX authorized warranty distributor or reseller that has an appropriate service replacement plate in stock. That HEDBOX distributor/reseller will have a reasonable time to send the original Hedbox Plate to the HEDBOX service center for evaluation. After receipt of the Hedbox Plate and implementation of diagnostic tests, if HEDBOX determines that the problem is covered by this limited warranty, necessary repairs and/or configurations will be made, and a properly working Hedbox Plate will be quickly sent back to the authorized HEDBOX distributor/reseller. If the problem is not covered by this limited warranty, the reasons for this will be provided to the user, along with an estimate for the cost of repair. If the user authorizes HEDBOX to maintain or repair the Hedbox Plate, the work will be carried out quickly, and the Hedbox Plate will be sent back to the authorized HEDBOX distributor/reseller. The user will receive an invoice covering the cost of the tests, repairs, and configurations that are not covered by this limited warranty, as well as carriage costs. To find the nearest HEDBOX authorized warranty distributor or reseller, visit [www.hedbox.com](http://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 Hedbox Plate shall be to repair or replace the Hedbox Plate 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 product, 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 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); 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 voltage of the product; the addition of any chemical or solution; improperly sized batteries or oversized battery sets; batteries damaged from electrical equipment; if the serial number codes have been destroyed or tampered with; or failure to operate and/or maintain 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 THOSE 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