

WARRANTY TERMS

Shorai Inc. offers a Limited Two-Year Warranty for LFX batteries, for defects in material and/or workmanship, pertaining to sales originating within North America.

All warranty claims for products purchased within North America are handled directly by Shorai Inc. (USA). Do not contact your reseller for warranty claims. See <http://shoraipower.com/return-merchandise.aspx> for online submission of warranty claims, and Return Merchandise Authorization (RMA#) assignment.

Please do NOT return any product without an RMA#, or before Shorai has contacted you to perform some simple diagnostics. In many cases issues can be solved prior to return.

Conditions Not Covered

- Over-voltage charging, or other error by charger or user setting of charger.
- Use in excess of cranking (CCA) specifications
- Short circuit of main terminals or BMS port
- Improper connections to the 5-pin BMS port
- Over-discharge (i.e. resting voltage allowed to fall below 12.8V/6.4V for Lfx 12V/6V types)
- Physical Damage to the pack occurring after purchase (impact, water/salt corrosion, etc)

Returns MUST be accompanied by:

- * A copy of Original Receipt (or Shorai Order ID#)
- * Shorai-Issued RMA#

Returns without Receipt and/or RMA# can only be replaced at 30% discount from Shorai MSRP (suggested retail) price for that battery type, plus return shipping charges.

Products found NOT defective after in-house testing at Shorai can only be returned to customers, at their expense for shipping.

The warranty is a pro-rated policy, divided into three periods from date of purchase. Coverage is as follows:

Month	1~6	7~12	13~24
Discount from msrp	100%	75%	50%

Customers are responsible for paying initial shipping charge to return batteries. Shorai Inc. will pay shipping on replacement batteries sent to customers, except those without copy of receipt and/or RMA#.

In cases where Shorai products are purchased within North America but delivered to countries outside the United States, Canada, and Mexico, return shipping charges may apply even for warranty-replacement cases. In our response to your online claim submission, we will advise potential shipping costs, in such cases.