BigBattery

(12) YEAR LIMITED WARRANTY

In the unlikely event you are having an issue with one of our batteries, we have developed a simple Warranty & Return Policy servicing all customers in the USA.

1. Length Of Warranty

All our batteries come with a 12-Year [1] Repair/Replacement Warranty. If our batteries malfunction due to component or manufacturing error, the product will be repaired or replaced.

2. Full Lifetime Tech Support & Customer Service

We provide free lifetime tech support & troubleshooting service for all BigBattery products. If you have any questions or need any help, simply call us at (818) 280-3091 from 9am – 5pm, Monday – Friday, or send us an email anytime at Support@BigBattery.com.

3. Free Repair & Replacement

We stand by the quality of our batteries. If any parts within our battery fail due to defects or manufacturing error within 12 years [1], we will fix or replace your battery at no cost.

4. Highest Quality Guarantee

BigBattery utilizes new Tier-1 cells and vetted component suppliers to manufacture the highest quality lithium battery packs in the USA. Depending on the model, use case, and environment, your battery is designed to last between 5,000 - 8,000 cycles when used as intended within our published battery specifications.

5. Covered Products

This warranty covers all battery products from the date of purchase from BigBattery for 12 years[1] and all included accessories for 1 year.

6. Automated Warranty Registration

No warranty registration is needed by the customer. Warranties are automatically recorded in our internal customer database via serial number and QR code.

7. Product Manuals & Specification Sheets

BigBattery provides a proprietary QR code on every battery. Scan this QR code with any phone to view the product manual and product spec sheet for your specific battery model. Providing these documents to you in a digital format provides you the most updated information for your product in real-time while not

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wasting paper to help protect the environment. You can also visit our website Bigbattery.com to view the most updated specsheet and manual.

8. Domestic Warranty Claim Support

To start a warranty claim, please email us directly at Support@BigBattery.com to create a warranty claim ticket. Include a written description of the problem and pictures if possible. Upon receipt, our Tech Support team will reach out to you within 24 - 48 hours to troubleshoot.

If the battery issue is reported within one year of purchase and it's under warranty, BigBattery will cover round-trip shipping and provide a return label at no cost. After the first year, you can either pay for shipping or arrange your own to and from BigBattery. If a return label is provided, please place a copy inside the return box or pallet for our third-party logistics provider to collect.

All returns will be inspected prior to repair, replacement, or reimbursement, depending on the circumstances of return and availability of similar items. For detailed instructions, please review our Warranty Repair/Replacement Services section below.

9. Returning Accessories

This warranty includes a 1-Year Replacement for all accessories (connectors, wiring, chargers, etc.) included with your battery. If products returned are not defective, refunds will be offered based on the purchase price of the unit minus a 20% restocking fee.

10. 30-Day Money Back Guarantee

All our batteries come with a 30-Day Money Back Guarantee on products. Reimbursements will not include shipping costs or restocking fees. To enact your Money Back Guarantee simply call (818) 280-3091 or email customer service at Support@BigBattery.com.

11. Transferability

For batteries installed in a stationary structure, such as permanently mounted home and commercial solar batteries, the warranty is transferable as long as the battery remains at the original end-user's location, and the transferee submits a Change Of Ownership Request to BigBattery via email within 30 days from customer ownership. To submit the transfer request, send the original purchase documentation and transfer purchase documentation to Support@BigBattery.com. Timely submission is required for continued warranty coverage.

For mobile batteries or batteries used in mobile systems, the warranty is non-transferable unless a Warranty Transfer Request is submitted to Support@BigBattery.com within 90 days of the original purchase. When batteries are eligible, transfer requests will be provided free of charge.

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12. Return Hazmat Fee

Due to shipping regulations for lithium batteries, certain battery returns may require special documentation and packaging. For Parcel RMAs, if the customer no longer has the original box the battery was shipped in, they must purchase a Hazmat-compliant battery box—available through BigBattery or any certified compliance center. Additional fees may apply if the return involves a battery not covered under our Repair and Replacement Policy.

13. Battery Abuse Disclaimer

This warranty does not cover damages resulting from misuse, abuse, accidents, alterations, or improper charging or installation of our product. Please scan the QR code on your battery and read the manual prior to installation and charging. DIY modifications or damage due to gross negligence or abuse will void your warranty.

14. Fraud Protection

Repair, replacement, and refunds for your purchase will only be possible after your returned battery has been received and fully inspected at our facility. Please reference your warranty claim ticket provided by customer service via email when contacting our customer service team at Support@BigBattery.com.

15. Limitation of Damages

In no event shall BigBattery be liable for any consequential, incidental, or special damages arising out of or related to any breach of this warranty.

16. Warranty Details

● 12-Year[1] Repair/Replacement Warranty Coverage Details: BigBattery guarantees that its products will be free from defects in material and workmanship for a period of twelve (12) years[1] from the date of purchase, automatically registered upon purchase. This warranty is extended exclusively to the original purchaser for the entire 12-year[1] duration.

● Our batteries are engineered to operate for a minimum of 12 years[1] with zero maintenance required. Depending on the model, usage, and environmental conditions, some batteries may last up to 22 years.

● BigBattery batteries are also warranted to maintain a reasonable capacity over time (refer to exclusions for specific limits). In the event of a diminished capacity claim, customers may return the battery for capacity testing. We will conduct a comprehensive bench test and provide a full cycle test report. If the battery's capacity is found to be below the limits specified in the exclusions section, it will qualify for warranty service. Customers will not incur any costs for the testing, regardless of the results.

● Under this 12-Year[1] Warranty, BigBattery will repair or replace any part proven to be defective in material or workmanship. All warranty repairs and services must be conducted by an authorized BigBattery technician or at an authorized BigBattery service facility unless directed otherwise in writing by a BigBattery representative. If repair is not possible, BigBattery may replace the defective product

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with a refurbished product of similar capacity which was designed for the same application. If a new product replacement is needed, the warranty is prorated 1/12th per year after the first year based on current retail prices.

● For the first year, the expenses related to returning and repairing a defective part will be assumed by BigBattery within the continental US, including pickup, return shipping, repair, replacement, and final shipping if the battery is under warranty. This warranty does not assume responsibility for disconnection, service interruption, or re-packing expenses per said return shipment. Customers with international warranty claims will need to cover the cost of shipping.

● Defective Parts Return: For the first year, BigBattery will cover all expenses related to the return, repair, or replacement of a defective part within the continental United States, including pickup, shipping, repair, replacement, and return shipping to the customer if the battery is under warranty.After the first year, the customer can either pay for shipping or arrange their own shipping to and from BigBattery. This warranty does not cover costs related to customers' disconnection, service interruption, or re-packing. Customers with international warranty claims (outside of the USA) are responsible for covering shipping costs to BigBattery. All returns should be shipped to our RMA HQ with proper paperwork included:

Return Address
BigBattery
400 Maple St.
Commerce, TX 75428

17. Warranty Exclusions

This warranty does not cover any costs, repairs, shipping, or services for the following:

A. Damage resulting from misuse, abuse, accidents, alterations, use beyond the intended application, collision, dropping, or improper installation.

B. Use of the product outside of specified conditions or using a product undersized for the application.

C. Corrective work required due to repairs performed by anyone other than an authorized BigBattery technician, unless previously approved by BigBattery Tech Support.

D. Environmental damage, including exposure to caustic substances, saltwater, or outdoor elements, unless the battery is specifically indicated for outdoor use on the product label, specification sheet, or user manual.

E. Claims of diminished capacity that are less than 25% within the 12 year[1] warranty period.

F. Improper charging, discharging, or storage, including over-discharging. If the battery is discharged below 10%, charge the battery within 48 hours. Allowing the battery to remain in a low charged state may cause permanent damage which will void the warranty. During long term storage, it is recommended to charge the battery to at least 80%, turn off or disconnect the battery to ensure there are no parasitic loads,

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and check the charge levels every 30 days. If you are unable to charge the battery, contact BigBattery immediately to avoid voiding the warranty due to over-discharge damage.

G. On-site service calls from third parties.

Warning: The warranty will be void if the battery is opened, disassembled, or improperly altered unless explicitly directed by BigBattery for technical support.

18. Accessories

BigBattery provides a limited warranty for all BigBattery accessories sold through our company, including but not limited to BigBattery chargers. This does not include products branded by another manufacturer, which are covered in Section 19. The BigBattery accessory warranty covers any defects in material or workmanship under normal use for a period of one (1) year from the date of purchase. During the warranty period, BigBattery will repair or replace, at no charge, products or parts that prove defective due to improper material or workmanship under normal use and maintenance.

Warranty Coverage Conditions:

A. The warranty is valid only if the product is used properly with the compatible BigBattery products.

B. Any modification, misuse, or improper installation voids this warranty.

C. This warranty does not cover normal wear and tear or damage caused by accidents, negligence, or unauthorized modifications.

For warranty claims, proof of purchase is required, and the customer must contact BigBattery customer service at Support@BigBattery.com for further instructions.

19. Non-BigBattery Branded Products

Non-BigBattery branded products sold by BigBattery are covered exclusively by the original manufacturer's warranty. The warranty terms and conditions for these products can be found on the respective product pages or by contacting our customer support team. BigBattery offers technical support for all products BigBattery sells.

Important Notes:

A. BigBattery does not extend or modify the warranty terms provided by the original manufacturer.

B. Any warranty claims, service, or support for these products must be directed to the original manufacturer as per their specified terms and conditions.

C. Customers are encouraged to review the manufacturer's warranty policies to fully understand coverage, exclusions, and claim processes. For assistance in locating the manufacturer's warranty details or for further inquiries, please reach out to our customer support team.

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20. Warranty Claims Process

To start a warranty repair or replacement, contact BigBattery Tech Support to confirm the issue and find a solution with our team. If your battery needs to be returned for repair or replacement, customer service will help arrange shipping to and from our repair facility. Please pack the battery securely, preferably in the original packaging, and include a copy of your original purchase receipt with detailed notes about the issue. Follow the packing instructions provided by customer service (Support@BigBattery.com / (818) 280-3091). We record all communications to ensure a quick resolution. If BigBattery arranges the shipping, we take responsibility for the safe transportation of your battery to and from our repair facility:

Return Address
BigBattery
400 Maple St.
Commerce, TX 75428

21. Return Packing Instructions

Customers must take pictures of the product(s) being returned prior to packing and email these pictures to Sales@BigBattery.com. These pictures allow BigBattery to hold the logistics provider responsible for any potential damages that could occur during transit.

Please safely pack your returned battery. Logistics carriers DO NOT accept liability for unsafely packed batteries during transit. To prevent damage, use the original box and foam inserts provided. If the original packaging is not available, pack your product in a similarly safe and secure format, using a box or pallet for delivery to our repair center.

BigBattery assumes full responsibility for returning your repaired and/or replaced batteries to you. Transit will occur between your physical address and our authorized service center located at 400 Maple St. Commerce, TX 75428.

22. Legal

This warranty shall be governed by and interpreted in accordance with the laws of the state of Texas. No employee or representative of the manufacturer is authorized to provide any warranty in addition to the terms outlined within this agreement.

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