



Zendure Warranty Terms & Conditions

This warranty is only available to customers who purchased from Zendure’s official websites, Zendure Amazon stores or any Zendure authorized retailers. Parties wishing to participate in the Warranty Program must abide by the procedures and requirements set forth in this policy. Our friendly and responsive support team is happy to assist you with your warranty-related inquiries. Please feel free to contact us via support@zendure.com for more information.

Warranty Period

The warranty periods for our products are as follows:

Product	Base Warranty	Warranty Extension*	Total Warranty
SuperBaseV/Satellite Battery/Smart Home Panel	3 Years	2 Years	5 Years
400W Solar Panel/320W Solar Panel/Mobile EV Charger/All SuperBase V related accessories	3 Years	N/A	3 Years
SuperBase Pro/SuperBase M	2 Years	1 Year	3 Years
200W Solar Panel/All SuperBase Pro and SuperBase M related accessories	2 Years	N/A	2 Years
Power banks	2 Years	N/A	2 Years
Smart PV Hub and AB1000	10 Years	N/A	10 Years
PV Hub accessories, solar cables, battery cables and micro inverter cables	1 Year	N/A	1 Year

*A Warranty Extension is offered for some of our products. To receive a warranty extension, you’ll need to register your product in the Zendure app, and there may be additional costs or other conditions involved.

The table above indicates the warranty periods for products purchased from Zendure or its retail partners. Warranty periods for products ordered through Zendure’s crowdfunding campaigns (Kickstarter, Indiegogo, etc.) may differ. Please review your product’s documentation for more information.

NOTE: THIS WARRANTY POLICY IS LIMITED TO ZENDURE PRODUCTS ONLY. IN THE CASE OF ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY ZENDURE, PLEASE REFER TO THE WARRANTY TERMS PROVIDED BY THE RELEVANT MANUFACTURER.

The effective warranty period starts from the date of the product's purchase, as indicated on the appropriate invoice, receipt, or billing statement.

To verify your purchase and to better serve you, we may require information about your order (the sales receipt including date of purchase, order ID/number, and the name of the retailer), your warranty card, and when applicable, your product's serial number.

Warranty Exclusions

In the event of damage related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Zendure's warranty obligations.

- (1) Can not provide proof of purchase
- (2) Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding; social causes such as war, turmoil, government intervention, strikes, embargoes, market conditions, etc.)
- (3) Accidental damage, misuse, abuse, non-compliant use, normal wear and tear, theft, loss, or confiscation
- (4) Improper application of electrical supply voltage, current and/or frequency
- (5) Improper installation, commissioning, start-up, configuration, or operation (contrary to the guidance detailed in the installation manual supplied with each product)
- (6) Inadequate ventilation and circulation resulting in insufficient cooling and natural airflow
- (7) Modifications to any part of the product
- (8) Unauthorized repair attempts
- (9) Products whose serial number sticker or imprint has been removed, defaced or tampered with
- (10) Products purchased from unauthorized dealers/resellers
- (11) Free products/rewards/gifts
- (12) Products used outside of the purchasing region, and products that are shipped to areas that are not easily accessible by courier or freight services, such as overseas or remote islands
- (13) Cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product
- (14) This limited warranty does not cover any battery cell or product containing a battery cell unless you charge the battery cell within sixty (60) days after receiving the product and subsequently charge it at least once every 3 months. Failure to do so will void the warranty for the battery cell and any associated damage or malfunctions.

(15) Our warranties are non-transferable from end user to end user.

Furthermore, this limited warranty and related service will not exceed the original cost of the Zendure product.

Please note that these warranty terms and conditions are subject to change without prior notice. The Zendure Support Team reserves the right to make a final determination regarding warranty service eligibility, and to determine the appropriate solution, which may include replacement, repair, or refund, at its sole discretion.

Cancellation

If you need to cancel an order placed on a Zendure official website, we offer a full refund for orders canceled within 24 hours of purchase if the item has not yet been shipped.

If you request a refund more than 24 hours after the order was placed and before the item has been shipped, a transaction fee will be charged (2.6% for credit card users, 3.6% for PayPal users). Please note that once the item has been shipped, we are unable to cancel the order.

If you have any questions or concerns regarding your order, please contact us at support@zendure.com for assistance. However, we do not offer compensation for any losses resulting from the cancellation of crowdfunding or pre-sale orders, including but not limited to principal, interest, exchange rates, and opportunity costs. By participating in crowdfunding or pre-sale orders, you agree to assume any such losses that may arise from their cancellation.

Returns & Refunds

At Zendure, we want our customers to be completely satisfied with their purchases. If for any reason you are not satisfied with your purchase, you may return your product(s) to Zendure within 30 days from the date the item was received.

To initiate a return, please contact us at support@zendure.com and include your name, the item(s) you want to return, and order information with sufficient proof of purchase, such as the order number from online purchases made through Zendure or a sales invoice. It may be necessary to provide more than one type of proof of purchase to process a warranty claim (such as a receipt of money transfer and confirmation of the address the item was originally shipped to).

Buyers must also provide the defective item's serial number and/or visual proof depicting the defect. It may be necessary to return an item for quality inspection.

Zendure's support team will reply to you within 1-2 business days, for processing Return Merchandise Authorizations (RMA).

All returns must be assigned an RMA number for processing.

Write the RMA number on the shipping label on the outside of the package. RMA numbers should be clearly displayed on the return shipping label of any package being returned to Zendure. Do not write the RMA number on the green carton box.

Packages without an RMA number on the return shipping label may not be accepted by our local warehouse.

Please note that we will charge a transaction fee if you apply for a refund (2.6% for credit card users, 3.6% for PayPal users).

Please note that :

- ① Any returned item must not be an open-box product.
- ② Any returned item must be returned with their included product manuals, cables, and all accessories. We can not accept any returns if the product is damaged or missing in-the-box accessories.
- ③ Shipping charges are not refundable. The customer assumes all shipping charges, or any other fees associated with the transportation of the product to our facility.
- ④ Zendure is not responsible for lost or damaged products.
- ⑤ Zendure can not accept returns of overstock inventory from authorized resellers more than 6 months or 180 days from the delivery date.

After we receive the returned item(s), please allow 5-7 business days to process your refund. Refunds will only be credited back to the original payment method used for purchase. Please allow a complete billing cycle for the credit to appear on your credit card statement.

Please note that we only accept returns and refunds for products purchased directly from Zendure. Customers who purchased our products from authorized resellers should contact the reseller directly for returns and refunds. If you purchased the product directly from Zendure and wish to initiate a refund, please follow our return and refund policies as outlined above.

Replacement

Zendure will replace (at Zendure's expense) any Zendure product that fails to operate during the applicable warranty period due to a defect in workmanship or material, if that product is not repairable. The expiration date of the replacement product's warranty will be the same as that of the original product.

Please contact us at support@zendure.com and include your name, order number and information about the product(s). Our staff will reply within 1-2 business days for processing a Return Merchandise Authorization (RMA).

After we receive the returned item, please allow 5-7 business days to process your replacement.

How to Claim your Warranty

Step 1

Claim your warranty on any channel below:

- ① www.zendure.com
- ② Email to support@zendure.com
- ③ Zendure apps

Step 2

Please be prepared with documentation or a short video with the following information:

- ① Order number
- ② Proof of purchase
- ③ Serial number
- ④ Visual proof depicting the defect (include video or photo)
- ⑤ Email address
- ⑥ Contact telephone number
- ⑦ Address for receiving the replacement

Step 3

The Zendure support team will make a final determination regarding warranty service with our RMA report. This may include options such as shipping the product for repair, on-site repair, or replacement.

Step 4

Ship the item(s) to Zendure with your RMA number included on the shipping label on the outside of the packaging. Do not write the RMA number on the green carton box.

Effective date: from 2023.05.01