

# Warranty Aftersales Service Guidelines

By Anker Solix Limited



Have any question? Contact with Anker official Customer Service.

**Phone:** +1 (800) 988-7973

**Email:** [support@ankersolix.com](mailto:support@ankersolix.com)

Providing the following detailed information can expedite the resolution of problems.

- Product model
- Description of the problems you have encountered

For any further information, you could refer to the following Warranty Service Guidelines

## Warranty Service Guidelines

### Warranty Coverage Year(s)

Warranty Coverage Year(s)	5 Years	3 Years	2 Years
Parts	Portable Power Stations*	Coolers	Solar Panels

\*DC Portable Power Stations have warranty coverage for 3 years.

### How To Process Warranty

- Buyers must provide sufficient proof of purchase, such as an order number from online purchases made, through Anker or Anker's authorized resellers, sales invoices, or dated sales receipts from authorized Anker resellers that show a description of the product along with its price.
- For defective items that Anker needs to have returned, warranties on those replacements are voided if the wrong item is returned to Anker or if the defective item is not returned.
- Anker must document what happens when buyers troubleshoot the product.
- The defective item's serial number/visible proof depicting the defects required.
- It's necessary for Anker to do a quality inspection on the returned item.

### Exchange & Replacement

- Anker will **repair** (at Anker's expense) or replace with a refurbished product for any Anker product that fails to operate during the applicable warranty period due to a defect in workmanship or material.
- The **repaired/replaced** product assumes the remaining warranty of the original date of purchase or 3 months after being replaced or repaired, whichever is longer.
- If the product cannot be repaired or a replacement is not available, Anker will offer a partial refund based on the usage time of the defective item.
- Products that are out of warranty are also eligible for paid repair services. For a list of products that can be repaired and their corresponding repair costs, please contact [support@ankersolix.com](mailto:support@ankersolix.com) to obtain the relevant information.

## **Cross-Regional After-Sales Service**

- Anker does not provide a global product warranty, and the warranty service can only be obtained at a designated Anker repair center.
- To repair the product in an Anker repair center when the product was purchased in another region, depending on part availability, customers can obtain a cross-regional repair service at an additional charge. (Some products do not support cross-regional repair even if the customer is willing to pay for the service. For more details, please contact Anker Support.)
- A cross-regional replacement service is not available for different versions of the same product.
- The customer will need to bear customs duties, taxes, customs clearance, and other costs incurred for a cross-regional repair, regardless of whether it is the warranty or paid repair service.

## **Return Policy**

- If you are unsatisfied with your purchase, you may return the purchased items complete in their original packing within 30 days of purchase for an exchange or refund. For non-quality related returns, the buyer is responsible for shipping costs. If 30 days have passed since your purchase date, we cannot offer a refund or exchange.
- For quality issues, we will give you a full refund or one-time free replacement within 30 days of receiving the items. When outside the 30-day return window, the item will be returned for repair or replaced with a refurbished item if available.
- If the product cannot be repaired or a replacement is not available, Anker will offer a partial refund based on the usage time of the defective item.
- If a purchase made at a dealer is to be returned and refunded within policy, unless there is a special agreement between the dealer and Anker, it generally requires contacting the dealer for processing.
- If the dealer has an agreement with Anker that Anker is responsible for handling after-sales service for quality issues, Anker only provides repair or replacement services for quality issues within the warranty period.

## **Exclusions and Limitations**

This warranty does not apply:

- Products that are damaged or modified.
- Product operated with a damaged cord, plug, or output cable.
- Products that are disassembled.
- Products cleaned with harmful chemicals or detergents.
- Non-quality related issues (after 30 days of purchase).
- Products purchased from unauthorized resellers.
- Products without sufficient proof of purchase.
- Products that have been refunded.
- Products with an expired warranty.
- Lost and/or stolen products.
- Damage from outside sources.
- Purchases from illegitimate resources.
- Products taken outside the country they were originally bought in or shipped directly from an authorized online purchase.
- Damage from misuse of products (including, but not limited to falls, use of the product in excess of its output rating, exposure of the product to rain or snow, extremely low air pressure, extreme temperatures, water, and operating devices improperly).

This warranty is limited to the original consumer purchaser and is not transferable to any subsequent owner.

## Return Process

Contact Anker Support at [support@ankersolix.com](mailto:support@ankersolix.com) to start the return process and obtain the necessary RMA ID. Before that, noted that:

- Buyer must provide sufficient proof of purchase
- Anker must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It is necessary to return an item for quality inspection
- For defective items that Anker needs to have returned, warranties on those replacements are voided if the wrong item is returned to Anker or if the defective item is not returned.

Valid proof of purchase:

- Order number from online purchases made through Anker or Anker's authorized resellers
- Sales invoice
- Dated sales receipt from an authorized Anker reseller that shows a description of the product along with its price

You will receive instructions on how to properly pack the products and return them to us. Please make sure all components are included in the package.

**Reminder: Due to shipping regulations, please make sure that the remaining power of the portable power station is lower than 30% before returning.**

### After-Sale Service Contact

**Email:** [support@ankersolix.com](mailto:support@ankersolix.com)

**Phone:** US/CA: +1 (800) 988-5541

(English service only. International charges apply if calling from outside of the US)