

Warranty

Geneverse offers a 30-day, from the date your order was delivered, warranty refund/exchange policy for all purchases made on geneverse.com (or generark.com). If you are not 100% satisfied for any reason during this time you can return your product for an exchange or a full refund less shipping and handling.

Please note: Geneverse is not responsible for the costs of the return. Item must be returned in the exact same condition as purchased and in its original packaging. Refunds will be issued in the original amount of the purchase price (not including shipping & handling fees), minus a 20% restocking fee.

Please be aware, final sale items and all accessory purchases are final sale and not subject to the return/refund policy. We do request you contact our Customer Support Team to obtain an RMA (Return Merchandise Authorization) for the return of your product whether for refund or exchange. This will speed up the process once we have received your return. Please click [here](#) to contact our Customer Support team. We are here to help!

5-Year Limited Warranty

If your unit is defective, we do have an extended replacement warranty. 5-year replacement warranty for the following products:

- HomePower ONE
- HomePower 2 (Starter/Plus)
- HomePower ONE PRO
- HomePower TWO PRO
- SolarPower ONE
- SolarPower2

If, during normal use, your unit is not working properly, please click [here](#) to contact our Customer Support team. This warranty does NOT apply to product issues due to incorrect use of product, loss of product, and damage outside normal use. Normally issues are due to needing simple configuration adjustments but if the unit is found to be defective, we will exchange the unit for you. We do not offer refunds for product outside the 30-day warranty, but we do stand behind our products and will exchange the unit at no charge to the customer.

Please note: Units returned for exchange due to defect claims will be tested when received. Any units found to be in normal working condition will not be eligible for exchange and will be returned to the customer.

Manufacturer's Limited Warranty

Your Products are warranted against defects in materials and workmanship for a period of (5) years from the date of original retail purchase (if purchased at a retailer) or (5) year from the date of shipment (if purchased on the Site) ("Warranty Period") when used in accordance with the applicable usage documentation. If a defect arises during the Warranty Period, Geneverse will, at its option, (1) repair the affected Product at no charge using new parts or parts that are equivalent to new in performance and reliability, (2) exchange the affected Product with a functionally equivalent Product that is new or formed from new and/or previously used parts that are equivalent to new in performance and reliability or, with your consent, a Product that is at least functionally equivalent to the Product it replaces. This warranty excludes normal depletion of consumable parts unless failure has occurred due to a defect in materials or workmanship, and damage resulting from abuse, accident, modifications, unauthorized repairs, or other causes that are not defects in materials and workmanship. No other person is authorized to modify this limited warranty.

Some states and countries do not allow limitations on how long such warranties, conditions, and/or implied terms may last, so the limitation described above may not apply to you. This warranty is offered in addition to rights and remedies conveyed by consumer protection laws and regulations that cannot be statutorily waived and does not affect your applicable statutory rights.

About Software Service

The software services include app software update service. The software service period is 5 years from the date of original retail purchase.