

Warranty

All AIMS Power® products come with warranty coverage against defects as follows, from the date of purchase, unless otherwise indicated:

- 1-Year for non ETL (Extract, Transform and Load) units
- 2-Years for ETL (Extract, Transform and Load) units and batteries
- 3 Years for generators
- Batteries – product specific
- Solar products – product specific

Within the warranty coverage period, AIMS Power® will either repair or replace, at its sole discretion, the defective product.

Any shipping charges that occur as a result of a warranty return or exchange are NOT covered by the warranty and are the responsibility of the customer.

The warranty **does not cover** the following:

- Products that AIMS Power® determine, in its sole discretion, to be free of any material or workmanship defects or flaws
- Products evidencing excessive wear, misuse or alteration
- Products with missing or defaced labels, stickers, or other identifying information
- Improper care or storage (e.g. water damage, exposure to extreme heat or cold temperatures, unsanitary environment)
- Alterations or customizations
- Items that were purchased second hand, or from an unauthorized seller
- Items outside of the covered warranty period

RECEIVING YOUR ORDER – Be sure to inspect for any damage or incorrect quantities BEFORE signing for the product. If you accept the product, make sure to have the carrier NOTE the damage before signing.

Warranty Return Process

It is our goal at AIMS Power® to provide a comprehensive and hassle-free return and exchange process. As such, please review the below process before initiating warranty claim.

1. Contact AIMS Power® via phone or email to submit your warranty return request and obtain a Return Merchandise Authorization (RMA) number.
Note: Be sure to provide the name from the original order as well as the original order number.
2. An automated email will then be sent to the address indicated on the warranty return request containing further instructions regarding packing, shipping and documentation to include when returning the product as well as an RMA authorization number.

3. Once the return is received and inspected an e-mail will be sent informing you that the return has been approved and processed. If there are any issues with the return, an additional e-mail will be sent notifying you of such.

Other Items of note:

- AIMS Power® DOES NOT cover return shipping. Any Product that is returned and deemed to be of working condition or was returned without all of the required information, and the customer has not paid for return shipping, may be disposed of or destroyed after 90 days.
- Any requested information that is not provided in a timely manner could result in delayed processing of your return.
- When shipping the product for a return:
 - Ensure the product is packed accordingly to avoid being damaged in-transit. Include original packaging. Use proper protective material to ensure package arrives without damage.
 - Ensure some form of shipment tracking is used.
 - It is strongly recommended to insure the shipment.
 - AIMS Power® is not liable for products that are lost or damaged in-transit.
- The RMA authorization email will indicate what, if any, other product contents need to be sent in with the returned product.
- For any other questions please contact us via phone or email.