

XPAL Warranty

XPAL 3 Year Limited Warranty

XPAL Power's warranty obligations for XPAL products are limited to the terms set forth below: XPAL Power, Inc. ("XP") warrants XPAL product against defects in materials and workmanship for a period of 3 years from the date of original purchase ("Warranty Period"). All products must be registered online within 90 days from the date of purchase to qualify for the 3 year warranty. If a defect arises and a valid claim is received by XP within the Warranty Period, at its option, XP will (1) repair the product at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. If a defect arises and a valid claim is received by XP after the Warranty Period, a shipping and handling charge will apply to any repair or exchange of the product undertaken by XP. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes XP's property. When a refund is given, your product becomes XP's property.

EXCLUSIONS AND LIMITATIONS

XP warrants the internal battery cell of the power pack for 6 months periods. If the battery cell exceeds 6 months, the battery cell will not be warranted and the customer will be responsible for shipping and battery re-cycling charges. XP is not liable for any damage or your portable device or loss of any programs, data, or other information stored on any media contained within your device or any non-XP product or part not covered by this warranty. Recovery or reinstallation of programs, data or other information is not covered under this Limited Warranty. This warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication, or non-XP products; (b) to damage caused by service performed by anyone other than XP; (c) to a product or a part that has been modified without the written permission of XP; or (d) if any XP serial number has been removed or defaced.

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How to get XPAL warranty service:

1. For information on obtaining warranty service, e-mail XPAL customer service at service@xpalpower.com or call 209-578-9918.
2. To obtain XPAL warranty service, you will be required to provide:
 - The original dated sales slip
 - Proof of online warranty activation
 - Your name
 - Your address and e-mail
 - A Description of the problem
3. Take or ship the product in the original or a properly padded, protective replacement container to XPAL Power at the below address:
XPAL Power Replacement Warranty Service 100 Sycamore Ave #200,
Modesto, CA 95354