

Joule Case Limited Warranty

Below paragraph will be on our website.

Limited Warranty

The limited warranty for Joule Case products is two (2) years from purchase date. Please refer to the Limited Warranty below for complete details regarding your product's specific limited warranty. [Read the complete Limited Warranty.](#)

Link takes you to below content.

LIMITED WARRANTY

This LIMITED WARRANTY from Joule Case Inc. warrants to the original consumer purchaser that this Joule Case product will be free from material defects in workmanship and material under normal and ordinary consumer use during the applicable Warranty Period, as defined below-subject to the exclusions set forth. The Limited Warranty set forth herein states Joule Case's entire liability, and your exclusive remedy, for any breach of warranty, express or implied. Joule Case will not assume, nor authorize any person to assume on its behalf, any other liability in connection with the sales of Joule Case products.

WARRANTY PERIOD

The warranty period for any Joule Case lithium battery-based products is two (2) years from date of purchase. A sales receipt from the original consumer purchase is required in order to establish the start of the warranty period. You must complete the online Joule Case Product Registration Form within thirty (30) days after purchasing your product. If you do not complete the online Joule Case Product Registration form, the warranty is void.

REMEDY

The sole remedy regarding any valid warranty claim shall be: Joule Case will, at its option and election, (1) repair the product at no charge, using new or refurbished replacement parts, or (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. A replacement product/part assumes greater of the (i) remaining warranty period of the original product or (ii) ninety (90) days from the date of replacement or repair. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Joule Case's property.

LIMITED TO ORIGINAL CONSUMER BUYER

This Limited Warranty is not transferable to any subsequent owner of a Joule Case product and is limited to the original consumer buyer.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to hardware products manufactured by or for Joule Case that can be identified by the "Joule Case" trademark, trade name, or logo affixed to them by Joule Case. The Limited Warranty does not apply to any non-Joule Case or third-party products, even if packaged or sold with Joule Case products. Non-Joule Case manufacturers, or suppliers may provide their own warranties. For consumers outside of the contiguous US 48 states, a one (1) year warranty period is enforced for lithium power stations, and any and all references to a two (2) year warranty are replaced with a one (1) year warranty. Claims on lithium power stations from consumers outside of the contiguous 48 states after the one (1) year warranty period will be handled on a case by case basis, in compliance with local regulatory standards.

The Limited Warranty does not apply to: (i) damage caused by accident, abuse, misuse, misapplication, or non-Joule Case and/ or third party products; (ii) damage caused by service performed by anyone other than Joule Case or a Joule Case approved service provider; (iii) a product or a part that has been modified without the written permission of Joule Case; (iv) use of the Joule Case product with unapproved third-party products, or (v) any product purchased through an online auction house.

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OBTAINING WARRANTY SERVICE. To obtain warranty service, you must contact our customer service team via telephone at (888) 588-4432, or via email at info@joulecase.com. If our customer service team determines that this is a warranty matter, we will have you ship it back to us. You must properly package the product including proof of your purchase date with the product. You must then send the product by mail or courier, with shipping costs paid by you, to Joule Case at 121 E 38th St, Suite 102, Garden City, ID, USA 83714. We will process your return and send your repaired or replacement product to you, at our expense, for warranted products being shipped to locations in North America. For product purchased or being shipped outside of

North America, please contact the local distributor from whom you purchased the product, or email info@joulecase.com to obtain further distributor information.