

**Effective Date: December 9<sup>th</sup> 2024**

# **ATG EPower Warranty Support for Portable Power Stations**

***Important: Please Retain Proof of Purchase and Warranty Product Information***

## **1. Limited Warranty**

ATG EPower warrants to the original consumer purchaser that ATG EPower products will be free from defects in workmanship and material under normal consumer use during the applicable warranty period identified below, subject to the exclusions set forth in this policy.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

## **2. Warranty Applications**

This warranty covers and is applicable to the following products:

- ATG EPower 1800W Portable Power Station
- ATG EPower 3000W Portable Power Station
- ATG EPower 2560Wh Portable Expansion Battery

This Warranty only applies to the original end-user purchasers of the product that is purchased within the United States of America (including territories).

## **3. Warranty Periods**

The warranty period for applicable ATG products commences on the date of purchase by the original consumer for a period of three years.

The warranty period is measured starting on the date of purchase by the original consumer purchaser. The sales receipt from the first consumer purchase, or other reasonable documentary proof, is required in order to establish the start date of the warranty period.

## **4. Remedy**

ATG will, at its option, (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 the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for the warranty holder.

If ATG EPower exchanges the product with a new product, the original product becomes the property of ATG EPower.

## **5. Limited to Original Consumer Buyer**

This warranty is only applicable to the original consumer buyer and is not transferable to any subsequent owner of the product.

## 6. Exclusions

This Limited Warranty does not cover:

- a) Damage caused by accident, abuse, misuse, or use contrary to the product manual.
- b) Damage caused by service performed by anyone other than ATG or its authorized service providers.
- c) A product or part that has been modified without the written permission of ATG.
- d) Any product where the ATG serial number has been removed or defaced.
- e) Products purchased through unauthorized channels or online auction houses.
- f) Cosmetic damage that does not affect functionality.
- g) Normal wear and tear.
- h) Damage from natural disasters, power surges, or environmental conditions beyond ATG's control.
- i) This Limited Warranty does not apply to any battery cell unless it has been fully charged by the user within seven (7) days after purchase of the product and at least once every 6 months thereafter.

## 7. General exclusions and limitations of liability

Under this Warranty, ATG EPower:

- excludes all other conditions, guarantees, rights, remedies, liabilities, representations, warranties and other implied or express terms, conferred by statute, custom or the general law that impose any liability or obligation on ATG EPower
- excludes all liability for the loss of, or damage to, other equipment caused by use of an ATG EPower product, or its repair;
- excludes any liability it may have to you for:
  - loss of revenue or profit;
  - loss of the ability to use any third-party products, software or services, and
  - any indirect, consequential, special, incidental or punitive loss or damages (including but not limited to loss of use, data, business interruption or cost of procuring substitute products),
  - which arises under any law (including the law of negligence save for negligence on the part of ATG EPower or its representatives) and relates to your use, or inability to use an ATG EPower Product, or any related services.
- limits its monetary liability to you, under any law, to the price that you paid for the Product.
- References in this Section to "indirect, consequential, special or incidental losses" shall mean any losses which:
  - were not reasonably foreseeable by both parties, and/or
  - were known to you but not to ATG EPower, and/or
  - were reasonably foreseeable by both parties but could have been reasonably prevented by you.

If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired

## **8. Limitations on Use**

ATG EPower Products are not intended for use as a primary or backup power source for life-supporting systems, other medical equipment, or any other use where Product failure could lead to injury, loss of life or catastrophic property damage. ATG EPower disclaims all liability arising out of any such use of its Products. Further, ATG EPower reserves the right to refuse to service the Products used for these purposes and disclaims all liability arising from refusal to service the Products in such circumstances.

## **9. 30-Day Money Back Guarantee**

ATG EPower offers a 30-day money-back guarantee for products purchased directly from [www.atgepower.com](http://www.atgepower.com). If you are unsatisfied for any reason, contact us within 30 days of purchase. Products that are used or damaged may be only eligible to receive a partial refund. Once we receive the returned product and confirm its condition, we will refund the full purchase price.

## **10. Obtaining Warranty Service**

To obtain warranty service, you must contact our customer service team at [support@atgepower.com](mailto:support@atgepower.com). The following is required to process a warranty claim:

- Your contact details
- Model and serial number of the Product
- A detailed description of the problem/issue
- A sales receipt from the original consumer purchaser

If our customer service team authorizes your warranty claim, they will provide you with a Return Material Authorization (RMA) number and specific return instructions.

Defective Products covered by this Warranty will be repaired or replaced without charge, or you may be provided with a refund of the purchase price of the Product, minus any rebates and discounts.

Under this Warranty, replacement products can only be sent to locations within the United States of America (including US Territories).

## **11. Return Instructions for Battery Products**

Because battery products are often classified as hazardous materials, special care must be taken when returning these items:

- Place your product in its original box or a sturdy inner box with sufficient padding.
- Place the sealed inner box inside the outer hazmat-labeled box provided by ATG.
- Include all required documentation and clearly mark the RMA number on the package.
- Schedule a ground pickup with the designated shipping carrier. Do not drop off the package at a local shipping location.

Failure to follow these instructions may result in the shipment being returned to you and potential fines from shipping carriers or regulatory bodies.



*ATG EPower reserves the right to modify this warranty policy at any time. Any changes will not be retroactive and will only apply to future purchases.*