



Get Powered USA

Warranty & Customer Satisfaction Policy

30-Day Satisfaction Guarantee

At Get Powered USA, customer satisfaction is important to us. If for any reason you are not satisfied with your purchase, eligible products may be returned within 30 calendar days of delivery.

To qualify:

- Product must be returned in good physical condition
- Product must not show signs of misuse, water damage, or unauthorized modification
- Customer must provide proof of purchase
- Customer is responsible for return shipping unless the item arrived defective or incorrect

Once the returned item is inspected and approved, Get Powered USA may provide:

- A replacement product
- Store credit
- Or a refund, at our discretion

90-Day Limited Replacement Policy

Get Powered USA provides a 90-day limited replacement policy covering functional defects under normal intended use.

If a product stops functioning properly within 90 days of delivery due to a verified defect:

- We will replace the item with the same model or comparable equivalent
- Replacement eligibility is subject to inspection and troubleshooting
- Customers may be asked to provide photos, videos, or serial numbers for verification

This policy does not cover:

- Physical abuse or accidental damage
- Water exposure
- Improper charging or electrical misuse

- Unauthorized repairs or modifications
- Normal cosmetic wear and tear

1-Year Limited Warranty Assistance

Many products sold by Get Powered USA may include manufacturer-backed warranty coverage. As an independent reseller, Get Powered USA will assist customers with warranty support for up to one (1) year from the original purchase date.

During this period, we will:

- Help facilitate communication with the manufacturer or supplier
- Assist with troubleshooting and replacement coordination when applicable
- Support customers with documentation needed for warranty claims

Warranty outcomes are subject to the terms, conditions, and approval of the original manufacturer or supplier.

Shipping & Return Notes

- Customers are responsible for securely packaging all returns
- Return shipping costs are non-refundable unless caused by seller error or verified defect
- International shipping delays, customs delays, and carrier-related issues are outside of Get Powered USA's control
- Replacement processing times may vary depending on product availability

Limitation of Liability

Get Powered USA is an independent reseller of portable battery solutions and is not the manufacturer of the products sold unless otherwise stated.

Get Powered USA shall not be liable for:

- Indirect or consequential damages
- Loss of business, revenue, or medical operations
- Damage resulting from misuse, improper installation, or unauthorized modifications

Customers are responsible for ensuring products are used according to manufacturer guidelines and applicable safety standards.

Extended Replacement Assistance Program (After 12 Months, up to 3 years)

Following the expiration of the One-Year Limited Warranty Assistance Program, Get Powered USA may, at its sole discretion, offer eligible customers access to a replacement unit through our Extended Replacement Assistance Program.

This program is designed to help customers obtain a replacement unit at a reduced cost should their original unit experience a qualifying failure after the initial 12-month warranty period.

Replacement Deductibles

Eligible replacement units are subject to the following customer deductibles:

- C600 Series (600W): \$365 Replacement Deductible
- S1200 Series (1200W): \$475 Replacement Deductible
- S2400 Series (2400W): \$800 Replacement Deductible

Replacement units provided through this program may be new, refurbished, or factory-reconditioned units that meet Get Powered USA quality standards.

Eligibility Requirements

To qualify for the Extended Replacement Assistance Program, all of the following conditions must be met:

1. The original unit was purchased from Get Powered USA.
2. Proof of purchase is provided by the customer.
3. The unit has experienced a mechanical, electrical, battery management system (BMS), charging system, inverter, or internal component failure that prevents normal operation.
4. The failure is determined by Get Powered USA or its designated service provider to be the result of normal use and not misuse, abuse, neglect, unauthorized modification, or accidental damage.
5. The customer returns the original unit if requested by Get Powered USA for inspection and verification.

Exclusions

The Extended Replacement Assistance Program does not cover units that have been damaged as a result of:

- Water intrusion, flooding, or exposure to excessive moisture.
- Fire, smoke, lightning, power surges, or natural disasters.
- Accidental drops, impacts, crushing, or transportation damage.
- Improper storage, improper charging practices, or use outside manufacturer specifications.
- Unauthorized repairs, modifications, or tampering.
- Cosmetic damage that does not affect the functionality of the unit.
- Normal battery capacity reduction resulting from age, charging cycles, or normal wear and tear.

Program Terms

The Extended Replacement Assistance Program is a voluntary customer assistance program and is not an extension of the original limited warranty. Get Powered USA reserves the right to inspect any returned unit, deny claims that do not meet eligibility requirements, modify program terms, or discontinue the program at any time without notice.

Payment of the applicable deductible is required prior to shipment of a replacement unit.

Contact Information

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