

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.

Contact Information

Get Powered USA

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