Warranty Policy

This warranty gives you specific legal rights,and you may have other rights that vary from state to state (or by country or province).Other than as permitted by law,BLUETTI does not exclude,limit or suspend other rights you may have, including those that may arise from the nonconformity of a sales contract. For a full understanding of your rights you should consult the laws of your country,province or state.

Warranty Period

Product	Item	Warranty Period(Months)
Power Station	AC300	48
	EP500Pro	60
	EP500	60
	AC200MAX	48
	AC200P	48
	EB55	24
	EB70	24
	EB70S	24
	EB240	24
	EB3A	24
	AC2A	60
	AC2P	60
	AC50B	60
	AC50P	60
	AC60	72
	AC60P	72
	AC70	60
	AC70P	60
	AC180	60
	AC180P	60
	AC200L	60
	AC200PL	60
	AC240	72
	AC240P	72
	Elite 200 V2	60
	Premium 200 V2	60
	Elite 100 V2	60
	Premium 100 V2	60
	Elite 30 V2	60
	Premium 30 V2	60

	Apex 300	60
	AC500	48
	EP600	120
	EP760	120
	EP800	120
	EP900	120
	X30	12
	X60	12
Battery Module	B80(P)	24
	B210(P)	72
	B230	24
	B300	48
	B300S	48
	B300K	48
	B300K 2	48
	B500	120
Solar Panel	PV120	24
	PV200	24
	PV350	24
	PV220	24
	PV380	24
	PV420	24
Accessories	ALL	12

*For Indiegogo AC200 Backers,exclusive 36 Months hassle-free warranty

Replacement / Maintenance

Exclusions

BLUETTI's warranty does not apply to:

· Misused/abused/damaged by accident/damaged due to acts of nature.(For example lightning strikes, tornadoes. hurricane and such)
· Unauthorized modification/repair/dis-assembly or operation not in accordance with the official instructions or manuals
· Non-quality related issues
· Items purchased from unauthorized resellers
· Used for special application other than normal consumer use
· Lost /stolen/free/refunded product
·Any defects or damages caused by exposure to excessive heat, cold,liquids or other external causes · Not able to provide valid proof of purchase

How to claim warranty?

Feel free to contact our customer service team at service@bluettipower.com

Refund

We offer a 30-day hassle-free money-back guarantee**(We only provide prepaid return label for quality problem products. Other than that, customers need to pay for the return shipping fee.).** This only applies to product purchased directly from BLUETTI. For all other purchases, please contact the retailer/distributor you purchased from directly and follow their return policy

Generally speaking, if the customer receives the product, contact us to return it. After the customer returns the goods, we will refund the customer about 4-7 working days. We will refund your order directly from the backend of the Shopify website or via PayPal

Please note-30-Day money-back guarantee not applicable on unpacked products. Please make sure the package is in good condition and will not affect the re-sale.In addition, the shipped orders and cannot be refunded during transportation

Valid proof of purchase

·Please provide valid purchase voucher, including purchase channel,order number,shipping tracking number and other information.

·Sales invoice or order confirmation email that clearly shows the description of the product,its price and sales channel

·Please note that more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address item was originally shipped to)

·The defective item's serial number (usually on the bottom of the product) and/or visible proof (eg: Short video) depicting the defect will be required

How to Return/Replace/Repair an item

1.Contact **service@bluettipower.com,**for a Return Merchandise Authorization(RMA) Number. BLUETTI will not accept returned items without prior authorization and RMA

2.Write the RMA number on the shipping label outside the*RMA numbers should be clearly **displayed on the shipping label** of returned package. Do not write the RMA number directly on the box. Packages without an RMA number on the return shipping label may not be accepted by our local warehouse

3.BLUETTI will repair/replace(at BLUETTI's expense) any faulty products during the warranty period. A replacement resumes the warranty period left of the original order

4.We will proceed with replacement in14 business days after confirming that the defective item is received at our warehouse. The final resolution is subject to the availability of the replacement items

Shipping costs should be paid by customer in the following situations:

1.Returning products without any proven defect

2.Warranty claims on items taken outside the original country of purchase

3.Returning items claimed to have defects but found to be in proper functioning status by BLUETTI

4.Costs related to unauthorized returns (any returns made outside the approved warranty process)