

# Warranty Policy

## **Limited Warranty**

Growatt-Portable warrants to the original consumer purchaser that the Growatt-Portable product will be free from defects in workmanship and material under normal consumer use during the applicable warranty period identified in the 'Warranty Period' section below, subject to the exclusions set forth below.

This warranty statement sets forth Growatt-Portable's total and exclusive warranty obligation. We will not assume, nor authorize any person to assume for us, any other liability in connection with the sale of our products.

## **Warranty Period**

The warranty period for Growatt-Portable.com products is 24 months. In each case, 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.

## **Exchange**

Growatt-Portable will replace (at Growatt-Portable's expense) any Growatt-Portable product that fails to operate during the applicable warranty period due to defect in workmanship or material. A replacement product assumes the remaining warranty of the original product.

## **Limited to Original Consumer Buyer**

The warranty on Growatt-Portable product is limited to the original consumer purchaser and is not transferable to any subsequent owner.

## **Exclusions**

Growatt-Portable warranty does not apply:

Non-quality related issues; Items purchased from unauthorized resellers;

Purchases without valid proof of purchase; Items that have been refunded;

Items that have expired the warranty period; Any defects or damages caused by misuse of products, unauthorized modification, dis-assembly or operation not in accordance with the official instructions or manuals;

Any defects or damages caused by exposure to excessive heat, liquids or other external causes; Any defects or damages caused by reliability or compatibility issues when using unauthorized third-party parts

Does not apply to the battery cell unless the battery cell is fully charged by you within seven days after you purchase the product and at least once every 6 months thereafter.

<https://growattportable.com/pages/warranty-policy>