



## Warranty

All Genki portable power stations purchased on Genki Direct and Genki authorized resellers/distributors come with a limited warranty (“warranty”) as set out below. By using an Genki portable power station, you are agreeing to be bound by the terms of the Genki limited warranty.

We provide a limited warranty for purchases made on Genki Direct and Genki authorized resellers/distributors. The warranty period starts from the date of purchase. Genki's limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped to directly from an authorized online purchase.

### Warranty Period

Item	General Warranty period (month)
Power Station	24
Accessories(Adapter/Cable/others)	12

### Replacement/Maintenance

#### Exclusions

Dowell’s warranty does not apply to:

- Products that are damaged or modified.
- Product operated with a damaged cord, plug, or output cable.
- Products that are disassembled.
- Products cleaned with harmful chemicals or detergents.
- Non-quality related issues (after 30 days of purchase).
- Products purchased from unauthorized resellers.
- Products without sufficient proof of purchase.
- Products that have been refunded.
- Products with an expired warranty.
- Lost, stolen, or free products.
- Damage from outside sources.



- Damage from misuse of products (including, but not limited to falls, use of the product in excess of its output rating, exposure of the product to rain or snow, extremely low air pressure, extreme temperatures, water, operating devices improperly).
- Purchases from illegitimate resources.

## **How to claim warranty?**

Feel free to contact our customer service team at [sales@dowellelectronic.com](mailto:sales@dowellelectronic.com)

## **Valid Proof of Purchase**

- Order number of purchases made through Dowell direct.
- 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 and/or visible proof (eg. Short video) depicting the defect will be required.

## **How to Return/Replace/Repair an Item**

- Dowell will repair/replace (at Dowell's expense) any faulty products during the warranty period. A replacement resumes the warranty period left of the original order.
- We will proceed with replacement in 14 business days after confirming that the defective item is received at our local representative's warehouse. The final resolution is subject to the availability of the replacement items.

## **Shipping costs should be paid by customer in the following situations**

- Returning products without any proven defect.
- Warranty claims on items taken outside the original country of purchase
- Returning items claimed to have defects but found to be in proper functioning status by Dowell.
- Costs related to UN-authorized returns (any returns made outside of the approved warranty process)