



## Warranty

### Limited Warranty

GOAL ZERO LLC ("GOALØ") warrants to the original consumer purchaser that this GOAL ZERO product will be free from defects in workmanship and material under normal consumer use during the applicable warranty period identified in Paragraph 2, below, subject to the exclusions set forth in Paragraph 5, below. This warranty statement sets forth GOAL ZERO'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 sales of our products.

#### WARRANTY PERIOD

The warranty period for GOAL ZERO battery cells (whether purchased on a stand-alone basis or as part of another product) is 180 days. The warranty period for all other GOAL ZERO products and components is one (1) year. 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. If you completed the online GOAL ZERO Product Registration Form within 30 days after purchasing your product, that registration can also establish the start date of the warranty period (but warranty coverage is not conditioned upon such registration).

#### REMEDY

GOAL ZERO will repair or replace (at GOAL ZERO's option and expense) any GOAL ZERO product that fails to operate during the applicable warranty period due to a defect in

workmanship or material.

#### **LIMITED TO ORIGINAL CONSUMER BUYER**

The warranty on GOAL ZERO's products is limited to the original consumer purchaser and is not transferable to any subsequent owner.

#### **EXCLUSIONS**

GOAL ZERO's warranty does not apply to (i) any product that is misused, abused, modified, damaged by accident, or used for anything other than normal consumer use as authorized in GOAL ZERO's then-current product literature, or (ii) any product purchased through an online auction house. GOAL ZERO's warranty does not apply to any battery cell or product containing a battery cell unless the battery cell is fully charged by you within seven (7) days after you purchase the product and at least once every 6 months thereafter.

#### **HOW TO RECEIVE SERVICE**

To obtain warranty service, you must contact our customer service team via telephone at (888) 794-6250, or via email at [support@goalzero.com](mailto:support@goalzero.com). If our customer service team determines that further assistance is required, they will give you a Return Material Authorization ("RMA") number and will provide you with prepaid return shipping label that you can use to mail back your non-functioning item(s). You must properly package the product, clearly marking the RMA number on the package and including proof of your purchase date with the product. We will process your return and send your repaired or replacement product to you at our expense for product being shipped to locations in North America. For product purchased or being shipped outside of North America, please contact the local distributor from whom you purchased the product or email [support@goalzero.com](mailto:support@goalzero.com) to obtain further distributor information.

#### **IMPLIED WARRANTIES**

THE LIMITED WARRANTY STATED HEREIN IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. IN NO EVENT SHALL ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, EXTEND BEYOND THE APPLICABLE WARRANTY PERIOD IDENTIFIED IN PARAGRAPH 2, ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

#### **EXCLUSIVE REMEDY; LIMITATION OF LIABILITY**

The foregoing provisions state GOAL ZERO's entire liability, and your exclusive remedy, for any breach of warranty, express or implied. IN NO EVENT WILL GOAL ZERO BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY USE OR MALFUNCTION OF ANY GOAL ZERO PRODUCT, OR FROM ANY BREACH OF WARRANTY, INCLUDING DAMAGE TO OTHER DEVICES. IN NO EVENT WILL GOAL ZERO's LIABILITY FOR ANY CLAIM, WHETHER IN CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR UNDER ANY OTHER THEORY OF LIABILITY, EXCEED THE AMOUNT PAID BY YOU FOR THE GOAL ZERO PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.