

10 years Warranty Policy

Warranty info

Thank you for your interest in the products and services of Orient Power Battery.

This Limited Warranty applies to physical goods, and only for physical goods, purchased from TSM Synergy Solutions (the "Physical Goods").

What does this limited warranty cover?

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period.

During the Warranty Period, TSM Synergy Solutions will repair or replace, at no charge (but NOT including the round shipping fee during warranty time), products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

This Limited Warranty is transferable.

What will we do to correct problems?

TSM Synergy Solutions Will:

- Replace or repair the Product at no charge, using new or refurbished replacement parts

How long does the coverage last?

- The Warranty Period for Physical Goods purchased from Orient Power Battery is 10 Years base on different model, from the date of purchase.

A replacement Physical Good or part assumes the remaining warranty of the original Physical Good or 1 Years from the date of replacement or repair, whichever is longer.

What does this limited warranty not cover?

This Limited Warranty does not cover any problem that is caused by:

- Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- Conditions, malfunctions or damage resulting from negligence, improper maintenance or modification
- Damaged or destroyed by natural causes including but not limited to lightning, flood, or other natural disaster
- Theft or loss of the Physical Goods

- This Limited Warranty does not cover any shipping charges, handling charges, gift wrap fees or taxes. You are responsible for and must prepay all shipping charges.
- Damage due to improper installation; loose terminal connections, under-sized cabling, incorrect connections (series and parallel) for desired voltage and AH requirements, or reverse polarity connections.
- Environmental damage; inappropriate storage conditions as defined by the Manufacturer; exposure to extreme hot or cold temperatures, fire or freezing, or water damage.
- Damage caused by collision.
- Damage due to improper maintenance; under- or over-charging the Product, dirty terminal connections.
- Product that has been opened, modified or tampered with.
- Product that was used for applications other than which it was designed and intended for, including repeated engine starting
- Product that was used on an over-sized inverter/charger without the use of a Manufacturer-approved current surge limiting device.
- Product that was under-sized for the application, including an Air Conditioner or similar device having a locked rotor startup up current that is not used in conjunction with a Manufacturer-approved surge-limiting device.
- Product not stored in adherence to the Manufacturer's storage guidelines, including storage of the Product at low state-of-charge.

You shall assume all risk of loss or damage to the Physical Good while in transit to Orient Power Battery.

What do you have to do?

To obtain warranty service, you must send a notification and obtain a registration number and instructions on how to return a product by contacting us.

Deliver the Physical Goods, in its original packaging, including any accessories or documents that shipped with the Physical Goods to the address specified by TSM Synergy Solutions.

To obtain the registration number, you can contact us by any of the following contact methods:

- By email: office@tsm-synergy.com

By phone at +40 730 665 410 or visit our website www.tsm-synergy.com

If you have any technical support please find frequently answered question in our facebook group: <https://www.facebook.com/groups/orientpowerbattery>