

## 12V AUTOMOTIVE BATTERIES LIMITED WARRANTY

Antigravity Batteries LLC warrants to the **ORIGINAL PURCHASER ONLY** that our batteries are free of defects in material and workmanship for the Prorated term of 5 years. This will encompass a 3 year Direct Replacement period, with the final 2 years being prorated. All batteries must be registered within the first 30 days from the Original Purchase Date or Original Purchaser must provide a copy of the Original Receipt in order to be eligible for a warranty claim. Only the Original Purchaser will have the Warranty Coverage and Warranties are non-transferable. Returns will only be accepted from the Original Purchaser. The Applicable Warranty Period begins from the date of purchase with Original receipt.

### WARRANTY DOES NOT COVER ANY OF THE FOLLOWING PHYSICAL and INSTALLATION ISSUES:

- ☐ Any physical damage caused by abuse, misuse or improper installations
- ☐ Any modification to any part of the battery or its parts
- ☐ Physical damage to battery after purchase by impact, neglect, or misuse
- ☐ Installations in Custom Crafted Vehicles using other than stock charging systems
- ☐ If the battery is used in sanctioned competition "Race" use
- ☐ If the battery is used in a manner for which it was not intended

### WARRANTY DOES NOT COVER THE FOLLOWING ELECTRICAL RELATED ISSUES:

- ☐ Damage from "short-circuiting" of the battery
- ☐ Damage occurring from faulty Voltage Regulators (continuous overcharging of the battery by vehicle)
- ☐ Custom installation using aftermarket or performance electrical parts such as Stators, Regulators, other Alternators that are not stock on the vehicles, and that have not been tested with the battery
- ☐ Using a Lead/Acid type Maintainer or Charger product on the Antigravity Lithium-Ion Battery (do not use Lead/Acid type trickle chargers, or chargers!)
- ☐ Use of Chargers NOT intended specifically for 12.8v Lifepo4 Lithium Batteries, operating with a maximum charge voltage not over 14.6v, nor a Charge Rate exceeding 25 Amps
- ☐ Continuous Over-Charging battery above 14.6v
- ☐ Over-Discharge of battery below 9.8v. The battery's built-in Battery Protections will protect from this for short periods of time. But if several months go by with the battery in a low state of charge then you **MUST** Recharge the battery
- ☐ Allowing voltage to drop below 9.8v by lack of charging maintenance
- ☐ If the Battery is used for an application that requires higher cranking power or a greater reserve rating than the Battery is designed to deliver, or the Battery is otherwise used in applications for which it was not designed, such as "Total-Loss" systems, or using a Battery with too low of an Amp Hour or Cranking Amps Rating for your use
- ☐ Parasitic drains that discharge the battery to below 9.8v

## CLAIMS

All warranty claims are handled by Antigravity Batteries directly. All warranty claims must be accompanied by a copy of the original receipt from your Retailer/Dealer or your Antigravity Batteries Invoice, along with a Warranty Claim Form. Do not contact your Dealer for warranty claims; they are not equipped to handle Lithium Battery warranty issues. You may initiate a claim by sending us an email with completed claim form; state your invoice number or attach receipt copy. Email to: [warranty@antigravitybatteries.com](mailto:warranty@antigravitybatteries.com)

**WARRANTY CLAIM FORM INCLUDED BELOW.** More info on our website: <https://antigravitybatteries.com/warranty/claim-form/>

## RETURNS

Returns will **ONLY** be accepted from the original owner and with valid receipt. If a battery is received without a copy of the original invoice then the battery will be returned to the original shipper COD. Antigravity Batteries LLC reserves the right to deny any and all claims if all conditions and terms are not met.

Returns **MUST** be accompanied by:

- ☒ A copy of Original Receipt or Purchase Invoice
- ☒ Warranty Claim Form

Ship to:

**Antigravity Batteries, 15622 Broadway Center St., Gardena, CA 90248**

Products found defective due to reasons stated above can only be returned to customers at their expense for shipping, or disposed of. SORRY, BUT WE CANNOT SHIP BACK LITHIUM BATTERIES THAT ARE KNOWN TO BE DAMAGED, IT IS ILLEGAL!

**DO NOT SHIP DAMAGED BATTERIES THROUGH THE MAIL. IT IS AGAINST THE LAW!**

Please note that the DOT (Department of Transportation) requires all persons shipping batteries to be Hazmat certified. It is recommended that customers find a nearby battery dealer or specialist to ship, or additional charges will be incurred for a freight pick up, which can exceed \$100.

**REPLACEMENTS**

Antigravity Batteries are only eligible for one warranty replacement. Once a battery has been repaired or replaced under warranty, the replacement item only holds the remainder of the warranty period from the date of the original purchase of the battery.

**SHIPPING**

All shipping charges, insurance and any damage incurred during shipping for any and all warranty claims is the Customer's responsibility. If the battery is determined to be defective, Antigravity Batteries will pay for return shipping of the replacement battery back to the Customer (within the continental US only) by ground shipping only. If the battery is NOT defective, or the battery sale originated outside the continental US, shipping back to the Customer will be at the Customer's expense. Any shipping service other than ground shipping as requested by the Customer would be at the Customer's expense. Any item damaged in transit must be reported to the SHIPPER IMMEDIATELY, and Antigravity Batteries notified of the damage, at which time Antigravity will inform the Customer of the next action. Customer must send back battery for warranty service before a replacement battery can be shipped out. Antigravity Batteries will not ship a battery out unless the original unit has been sent back.

**The 5 Year Limited Warranty is on a pro-rated basis based from the original date of purchase.**

**Only ONE battery replacement will be given under warranty.**

1-3 Years — Free Replacement

4<sup>th</sup> year — 40% discount from retail MSRP

5<sup>th</sup> year — 30% discount from retail MSRP

**NON-WARRANTY RETURNS**

Any merchandise in "new" resalable condition purchased via the Antigravity Batteries website may be returned to Antigravity LLC within 30 days of purchase for a full refund. Antigravity will test the product for damage before a refund is given. For "as new" returns to other Resellers, please consult your Reseller for their terms.

Merchandise must be accompanied by a copy of original receipt or Antigravity Invoice/Order number, and all original packaging in "new" resalable condition.

Refunds will be granted less the actual original shipping cost if it was a "free shipping" item. A restocking fee may be assessed, or refund entirely refused in case the product or packaging is damaged, depending on severity and to be determined by Antigravity Batteries.

**ANTIGRAVITY BATTERIES LLC LIABILITY IS LIMITED TO REPLACEMENT OF THE BATTERY ACCORDING TO THE TERMS STATED ABOVE.**

THIS LIMITED WARRANTY IS IN LIEU OF, AND MANUFACTURER DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, STATUTORY, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. MANUFACTURER'S EXCLUSIVE LIABILITY FOR BREACH OF WARRANTY SHALL BE TO REPLACE THE BATTERY WITHIN THE EFFECTIVE WARRANTY PERIOD. IN NO EVENT SHALL MANUFACTURER BE LIABLE FOR ANY LOSS OR DAMAGES OF ANY OTHER KIND, WHETHER DIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, SPECIAL OR OTHERWISE. NOR SHALL MANUFACTURER BE LIABLE FOR ANY REMOVAL OR INSTALLATION EXPENSE, OR THE LOSS OF TIME OR PROFITS.

Some countries and/or states do not allow limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, which may vary from country to country and/or state to state. This warranty shall be governed by and interpreted in accordance with the laws of the State of California, USA. The United Nations Convention on Contracts for the International Sale of Goods signed in Vienna in 1980 shall not apply to this warranty. This warranty is understood to be the exclusive agreement between the parties relating to the subject matter hereof. No employee or representative of the Manufacturer is authorized to make any warranty in addition to those made in this agreement.

# ANTIGRAVITY BATTERIES®

## STARTER BATTERY WARRANTY CLAIM FORM

PHONE: 310-527-2330

FAX: 310-957-2412

EMAIL: warranty@antigravitybatteries.com

Please fill out the Antigravity STARTER BATTERY Warranty Claim Form COMPLETELY and return with product and copy of Receipt, shipped back to:

**Antigravity Batteries, 15622 Broadway Center St. Gardena CA 90248**

**IT IS AGAINST THE LAW TO SHIP DEFECTIVE LITHIUM BATTERIES VIA MAIL. IF YOU BELIEVE THE BATTERY TO BE DEFECTIVE CONTACT US BEFORE SHIPPING!**

It will be the Customer's responsibility for all shipping to Antigravity Batteries; we will not be held responsible for lost or damaged products in shipping. Antigravity Batteries will test the product and if found defective due to workmanship or components Antigravity will provide shipping cost back within the USA only. Outside of the USA shipping to and from Antigravity Batteries will be the Customer's responsibility.

Antigravity Batteries will warrant the STARTER BATTERY PRODUCTS that are purchased from an **AUTHORIZED DEALER ONLY**, to be free from Manufacture and Material defects for the period of three years prorated for powersports batteries, or five years prorated for automotive batteries. Warranty is void if product is not used as directed. **PLEASE SEE WARRANTY FOR SPECIFICS**

### **OWNER**

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE/PROV: \_\_\_\_\_

COUNTRY: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

### **PRODUCT**

MODEL OF ANTIGRAVITY BATTERY: \_\_\_\_\_ SERIAL #: \_\_\_\_\_

PLACE OF PURCHASE: \_\_\_\_\_ DATE OF PURCHASE: \_\_\_\_\_

### **VEHICLE**

BRAND: \_\_\_\_\_ MODEL: \_\_\_\_\_ YEAR: \_\_\_\_\_ MOTOR SIZE: \_\_\_\_\_

ELECTRIC START (Y/N): \_\_\_\_\_ MAIN USE OF VEHICLE: \_\_\_\_\_

### **ISSUE**

What is the issue? When and how did it start occurring? Explain completely so we can best determine the issue with the product.

### **RESOLUTION REQUEST**

☐

Refund

☐

Replacement \*

☐

Upgrade

\* Powersport Batteries Prorated basis: 1-12 Months=Free Replacement, 13-18 Months=75% off retail MSRP, 19-24 Months=50% off, 25-36 Months=30% off

\* Automotive Batteries Prorated basis: 1-3 Years=Free Replacement, 4th Year=40% off retail MSRP, 5th Year=30% off

NAME

DATE

### **OFFICE USE ONLY**

DATE RECEIVED: \_\_\_\_\_

COMMENTS: \_\_\_\_\_