



Shipping Guide & Return Policy

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Shipping:

We can ship to virtually any address in the world. There are restrictions on some products, and some products cannot be shipped to international destinations. Mabru Power Systems, Inc. is not responsible for products shipped and detained at customs due to international regulations. When you place an order, we will estimate shipping and delivery dates based on the availability of your items and the shipping options you choose. Shipping charges can fluctuate daily, and estimated costs are not a guarantee of final charges. Mabru Power Systems, Inc. is not responsible for delays in shipping or costs associated with rerouted packages or storage fees due to undelivered items. Import duties, taxes, and charges are not included in the item price or shipping cost. These charges are the purchaser's responsibility. Please check with your country's customs office to determine what your additional costs will be prior to buying. Do not accept visibly damaged packages from carriers. Refuse the delivery due to damage and contact Mabru Power Systems, Inc. Acceptance of visibly damaged packages will become the responsibility of the customer, and a claim will need to be filed with the carrier for reimbursement. Mabru Power Systems, Inc. is not responsible for damage incurred during shipping. The customer accepts the risk of lost or damaged products during the shipping process.

Shipping Units for Repair Service:

Customers must first contact Mabru Power Systems, Inc., and Mabru Power Systems, Inc. will review all details and reasons for shipping a unit to Mabru Power Systems, Inc. for service. The customer will then be given an RMA number. The customer will be responsible for all shipping charges. The customer will be responsible for all fees incurred due to shipping. The customer will accept all risks and costs associated with shipping. Mabru Power Systems, Inc. recommends purchasing insurance on all shipments to Mabru Power Systems, Inc. due to potential loss or damage during shipping. Mabru Power Systems, Inc. is not responsible for damage incurred during shipping. Customers accept the risk of lost or damaged products during the shipping process.

*Please see the guide for shipping to Mabru Power Systems, Inc., on pg.6.



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Returns:

You may return most new, unopened items within 30 days of delivery for a full refund, less a 25% restocking fee; No Exceptions. Do not accept visibly damaged packages from carriers. Refuse the delivery due to damage and contact Mabru Power Systems, Inc. Acceptance of visibly damaged packages will become the responsibility of the customer, and a claim will need to be filed with the carrier for reimbursement. If a product is found to be damaged after it is opened, customers should contact Mabru Power Systems, Inc. within 72 hours to report it. Photos of the box and areas of damage will be required, and Mabru Power Systems, Inc. will review the next steps. If the product is found to be defective, the customer may receive a refund of return shipping at Mabru Power Systems, Inc.'s sole discretion. The customer will be responsible for return shipping charges, and a refund will be granted only after the product is received and examined by staff for prior use or damage. The customer will accept all risks and costs associated with return shipping. Mabru Power Systems, Inc. recommends purchasing insurance on all returns to Mabru Power Systems, Inc. due to potential loss or damage during shipping. Refunds will be applied to the original form of payment unless otherwise agreed upon by both parties. Mabru Power Systems, Inc. is not responsible for damage incurred during shipping. Customers accept the risk of lost or damaged products during the shipping process. If you received the incorrect product due to Mabru Power Systems, Inc.'s error, return shipping will be refunded and the item replaced. You should expect to receive your refund within four weeks of giving your package to the return shipper; however, in many cases, you may receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days). On returns of all electronics, serial numbers must match the serial number of the product originally shipped and will undergo inspection; if serial numbers do not match, a refund will not be issued.

*Please see the guide for shipping to Mabru Power Systems, Inc.



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Lithium Battery Returns:

Mabru Power Systems, Inc. will not accept lithium battery returns unless otherwise agreed upon prior to returning shipping. Customers must first contact Mabru Power Systems, Inc., and Mabru Power Systems, Inc. will review all details and reasons for return prior to return shipment. Mabru Power Systems, Inc.'s goal will be to troubleshoot possible issues with the battery, which may include a third-party technician, before offering a return option. Customers should keep their original packaging in case of a possible return. Lithium batteries should be shipped in their original box and packing materials to ensure proper marking and safety. If a return is approved by Mabru Power Systems, Inc., customers must ship their package through a facility certified in shipping hazardous materials, such as FedEx or UPS. Please check with your local shipping facility prior to shipping to ensure they can ship large stand-alone lithium batteries. Mabru Power Systems, Inc. recommends purchasing insurance for all returned items in case of loss or damage during shipping. Customers CANNOT return damaged lithium batteries, no exceptions. Mabru Power Systems, Inc. will review the reasons for the damage and, at its sole discretion, determine a refund or replacement. Mabru Power Systems, Inc. will not accept visibly damaged boxes containing lithium batteries, and the customer will be responsible for all fees incurred due to return shipping. Customers are responsible for filing a claim for the package(s) damaged during shipping.

Please see the lithium battery disclaimer and safety tips for full information.*

Lithium Battery Disclaimer:

Mabru Power Systems, Inc. Disclaimer and Acceptance Policy:

All advice, information, recommendations, warnings, presentations, media, and information materials, etc., provided by Mabru Power Systems, Inc. should be deemed ineligible; apply the information provided at your own risk.

Except for the replacement of the battery itself or of equivalent value, Mabru Power



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Systems, Inc., its owners, employees, and all other dealers (collectively referred to hereinafter as Mabru Power Systems, Inc.), will not be responsible for any damage, harm, or problems arising or alleged to be caused by the installation or misuse of our batteries, by any method and means. You agree to these terms by utilizing our batteries.

Mabru Power Systems, Inc. is not responsible for injury, death, or damage caused by the performance characteristics of the application (boat or RV) in which the battery is used. Please refer to the information provided on the website for more details before use.

You are solely responsible for and at your own risk when using the safety resources available on or through our website. Mabru Power Systems, Inc. is not responsible for the materials, information, and opinions provided or made available through this website (or these forums). No advice or information provided by Mabru Power Systems, Inc or its employees shall create any warranty. You rely on the advice, information, or content of this website at your own risk, including but not limited to any safety instructions, resources, or precautions relating to the installation, operation, maintenance, or repair of any Mabru Power Systems, Inc product or any other safety-related information that may be available on or through this website. If you do not accept and agree to this policy, return your products immediately before installing them; otherwise, it is considered that you have accepted these terms and policies.

Battery Warning and Use Agreement:

By purchasing ANY Mabru Power Systems, Inc. lithium-ion battery, the buyer:

- Assumes all risks associated with lithium-ion batteries
- Is responsible for reading all instructions and safety warnings before charging or using lithium-ion batteries.
- Understands failure to read and follow safety instructions for lithium-ion batteries may result in fire, explosion, personal injury, and damage to property if used or charged improperly.



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- Understands Mabru Power Systems, Inc. is not responsible for any personal injury or property damage caused by the negligence of these products and their applications.
- Will contact Mabru Power Systems, Inc. with any questions or concerns about the product and its applications.

Important Safety Instructions and Warnings:

- Improper use, mishandling, or use of defective batteries may result in residual fluid leakage, fire, or explosion.
- Always follow the manufacturer's care and use instructions in compliance with all regulations and applicable laws.
- It is the user's responsibility to ensure that all equipment has the necessary protective circuitry (installed with the battery).
- Always store batteries in fireproof containers and charge in an isolated area away from carpets, wood, paper, and other combustible materials.
- Do not disassemble, crush, cut, puncture, short-circuit, incinerate, or expose the battery to fire, water, extreme temperatures, heat, or cold.
- Do not use damaged, peeled, punctured, dented, or disfigured batteries.
- Do not use batteries in products that use high current.
- Do not store or put the battery in a container where the battery may come into contact with metal or cause a short circuit.
- Keep batteries out of reach of children and pets.
- Do not combine old and new batteries or different brands (or types) of batteries.
- Do not construct your own battery charger or battery pack.
- Do not alter a battery or charger.
- Always use a smart charger with protection circuitry.

Lithium Battery Warranty:

2-Year Limited Warranty. All claims must be filed with Mabru Power Systems, Inc. directly. The



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warranty does not cover any improper use or handling of batteries as described in the above safety and warnings. The customer will be responsible for the shipping of the replacement battery if the warranty is accepted. The customer is responsible for disposing of the original battery.

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Customers must ship their package through a facility certified in shipping materials, such as FedEx or UPS. Please check with your local shipping facility prior to shipping to ensure they can ship large stand-alone packages. Mabru Power Systems, Inc. recommends purchasing insurance for all returned items in case of loss or damage during shipping.

How to Ship a Package

Step 1: Pick Your Box

Use a box that's big enough to safely fit what you're sending. Use a sturdy box with enough room to add cushioning for fragile items and to prevent items from shifting.

Remember, size and weight determine the price.

Step 2: Pack Your Box

Pack your box to protect your contents and make sure the box arrives intact. Tape your box so that it closes flat on all sides without bulging and reinforce the flaps with 2-inch wide packing tape.

Do not use cord, string, or twine.

TIP: Include a packing slip or a piece of paper with the destination address inside the box.



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Step 3: Address your Package

The address format for a box is the same as for envelopes. Write or print address labels clearly. Use ink that doesn't smear and include your return address and ZIP Codes™ for you and your recipient.

Use a permanent marker for handwritten addresses.

Step 4: Choose a Mail Service

The best way to send your package depends on how quickly you want it to arrive and its size and weight.

There are several things to consider when choosing a shipping service.

- Package contents
- Destination
- Speed
- Shape, size, and weight
- Tracking
- Insurance
- Delivery Confirmation receipts

Shipping Labels

Postal labels show mail handlers and carriers the mail service and extra services you purchase. Be sure to match the label to the mail service you buy.

Shipping Insurance



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For particularly valuable items, you can insure your package.

Step 5: Calculate & Apply Postage

Correct postage helps your packages arrive on time. Shipping costs depend on several factors.

Make sure you're not underpaying on postage. When a package is sent without enough postage, it may be returned to you, or the person receiving it may need to pay the difference.