

Terms and Conditions

Curious about freight charges? Interested in learning more about your order status? Below, you will find our terms and conditions, freight policies and accepted methods of payment that have all been designed with our customers in mind. Should you still have questions, please contact us today.

ORDER STATUS

For questions regarding your order please email: info@battlebornbatteries.com

PAYMENT METHODS ACCEPTED

Battleborn Batteries accepts Visa, MasterCard, American Express and Discover credit cards. Additionally, we can process orders with a pre-paid check or wire transfer.

SHIPPING CHARGES

We are unable to ship batteries domestically via Air shipping, there will be no overnight shipping under any circumstances. We only ship Fed Ex Ground.

Shipping charges are added to your order as a separate line item. Warranties and freight quotes are valid for the 48 contiguous United States. International shipments are available, but all additional charges are the responsibility of the customer (including duties, freight, warranty returns).

FREIGHT SHIPMENT TERMS

Freight orders may take an additional 1-2 business days to process and schedule a pickup from our warehouse. Please be patient when ordering items or several items over 150lbs as the processing time is extended.

Freight transit times will vary depending on location, availability of logistics warehouses and drive time. Rural, residential or isolated locations may take an extra 2 business days for freight to no usual daily route.

Freight deliveries must have a valid phone number. Customer must specify if they need liftgate d order to remove product from truck. Additional rates apply for extra services beyond general fre This is including but is not limited to Residential Delivery, Fragile Handling (glass items or solar pa Whole Truck Delivery, Inside Delivery (or beyond initial drop point for residences) or any other ac methods that may change or alter the Bill of Lading beyond usual delivery method. Customer is r additional charges at published rates.

WARRANTY POLICY



**Free Ground
Shipping in
the 48 States!**

HOME

SHOP

Battle Born Batteries offers a 10 year manufacturers defect warranty from the date of purchase. does not cover negligence or misuse of the battery. If it is deemed that battery was used improv be subject to a \$150 an hour repair charge plus parts and shipping.

We also warrant all other complimentary products (inverters, converters, chargers etc) we sell ar defect for 30 days from the date of purchase. After that time it is the responsibility of our manuf partners and a standard manufacturer's warranty applies (1 year from date of purchase, unless c stated by the manufacturer).

RETURNS

Customer is responsible for shipping charges at full published rate for both sending and return s (including if customer was given Free or Promotional Shipping rates). This applies even if the cust refused delivery or was unavailable for delivery.

If the customer no longer wants the product, a credit will be issued in the amount of the purchas shippers published rate for both sending and recalling the package. This is non-negotiable.

If the customer still wants the shipment after it has been returned to the warehouse, customer is for full published rates of original shipment, plus the return shipping costs at the published rates product can be released to the customer. Additional shipping may apply for secondary delivery.

Click [here](#) to fill out a return form and we will email you with your RMA number as soon as we ca

If you need to make a return within 30 days or need a warranty replacement, you must obtain ar Merchandise Authorization).

All returns must include the following:

1. Copy of receipt or invoice
2. A Letter with your RMA referenced, stating the problem with the product. Contact information

phone number and shipping address.

Any product returned without the above information will not be processed.

RETURN SHIPPING METHOD:

Battleborn Batteries recommends you keep your original packaging to ensure safe return our factory strongly recommend you fully insure your return shipment in case it is lost or damaged in transit we recommend you use a carrier that can provide you with proof of delivery for your protection. Remember to keep your Tracking Number.

Any shipment arrived damaged will be immediately refused, or will be held at the warehouse until you pays for return shipping or files an insurance claim. **If you do not have the original packaging, please purchase the packaging from us and we will ship it to you.** This will help to ensure your package arrives safely. The customer will be responsible for return shipping and handling any claim of an item received with shipping damage. No exceptions.

Send return product to: (please write your RMA on the outside of the box)

Dragonfly Energy

ATTN: Returns Department
1355 Greg Street Suite 101, Sparks, Nevada 89431
Reno, NV 89502

SECURITY

Battleborn Batteries values your privacy and will keep all information confidential and will never release your information for any other purpose than to deliver your order.

DISCLAIMER

Our products comply with most regulations and codes, to ensure that your equipment complies with state or local laws, check with them ahead of time, before purchasing. Battleborn Batteries is not responsible for return shipping or any costs incurred due to any local regulations.

Battleborn Batteries is protected under the Washoe County Nevada Long Arm Statute as follows:

Nevada Long-Arm Statute Nev. Rev. Stat. 14.065

14.065. Exercise of jurisdiction on any basis consistent with state and federal constitutions; service of summons to confer jurisdiction

1. A court of this state may exercise jurisdiction over a party to a civil action on any basis not inconsistent with the constitution of this state or the Constitution of the United States.

2. Personal service of summons upon a party outside this state is sufficient to confer upon a court of this state jurisdiction over the party.

jurisdiction over the party so served if the service is made by delivering a copy of the summons, t a copy of the complaint, to the party served in the manner provided by statute or rule of court fo a person of like kind within this state.

3. The method of service provided in this section is cumulative, and may be utilized with, after or independently of other methods of service.

Any suits, claims, complaints, inquiries or otherwise, must be handled through the Washoe Coun Court Systems to be considered valid and legal. Battleborn Batteries does business regularly only of Nevada within Washoe County and no other municipality, city, county, state or territory therec Dispute Resolution Section below

6.10. Dispute Resolution. All disputes arising under or in connection with the Agreement will initi referred to the senior executives of each party. The senior executives will use their best efforts to dispute informally and amicably. If, after negotiating for thirty (30) days (or for some longer peric parties agree), no resolution of the dispute is reached by the senior executives, the parties will su dispute to binding arbitration in Reno, Nevada pursuant to the Commercial Arbitration Rules of t Arbitration Association (AAA) and the procedures set forth in paragraph 6.11.

6.11. Arbitration; Injunction. All disputes that cannot be resolved pursuant to the internal issue re process identified above will be submitted to and settled by final and binding arbitration. The ark take place in Reno, Nevada, and will apply the governing law of this Agreement. The final and bin arbitration will be performed by a panel of three arbitrators in accordance with and subject to th Arbitration Rules of the AAA then in effect. Following notice of a party's election to require arbitra party will, within thirty (30) days, select one arbitrator; and those two arbitrators will, within thirty thereafter, select a third arbitrator. If the two arbitrators are unable to agree on a third arbitrator (30) days, the AAA will, within thirty (30) days thereafter, select the third arbitrator. The decision c arbitrators will be final and binding, and judgment on the award may be entered in any court of c jurisdiction. The arbitrators will be bound by the warranties, limitations of liability, and other pro Agreement. Notwithstanding the foregoing, each party may seek injunctive relief in a court of cor jurisdiction, where appropriate, to protect its rights pending the outcome of the arbitration.

6.12. Jurisdiction; Venue; Governing Law. This Agreement shall be governed by and construed in with the laws of the State of Nevada (irrespective of its choice of law principles). The parties here any suit to enforce any provision of this Agreement or arising out of or based upon this Agreeme business relationship between the parties hereto shall be brought in federal or state court in Rer Each party hereby agrees that such courts shall have co-exclusive personal jurisdiction and venu to such party, and each party hereby submits to the co-exclusive personal jurisdiction and venue courts.

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Battle Born Batteries collects personal information for its internal use. We do not share customer information with any third parties.