

**PORTABLE POWER STATION  
LIMITED WARRANTY LETTER**

# PHOTON



**TAKE LITHIUM**  
**TO POWER THE WORLD**

## LIMITED WARRANTY LETTER



### WARRANTY INFORMATION

**PHOTON** warrants to the original buyers for all defects in workmanship and material under normal consumer use during the applicable warranty period, which starts from the date of purchase.

**PHOTON's** limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped to directly from an authorized purchase.



### WARRANTY PERIOD

The warranty period for PHOTON Power Products is **ONE** years. Please note the purchase period starts from the purchase date by the original buyer. To define the start date, a sales receipt or other reasonable proof of the first consumer's purchase is required.



### EXCLUSIONS

Warranty is void in the following cases:

- Purchases without valid proof of purchase.
- Items that have been refunded.
- Items that have expired its warranty period.
- Any defects or damages caused by misuse of products, unauthorized modification, disassembly, or operation not in accordance with the official instructions.
- Any defects or damages caused by exposure to excessive heat, liquids, or other external causes.
- Any defects or damages caused by reliability or compatibility issues when using unauthorized third-party parts.
- Lost or stolen products.
- Free products.

**Customer Support:** [Info@herholdts.co.za](mailto:Info@herholdts.co.za)



## REPLACEMENT POLICY

- Replacement applies to orders placed on official or authorized channels in the South Africa. You can request a replacement within **30 days** after receiving product. The replacement warranty will be covered by a period equal to the remaining warranty period of the original item.

### Returns and Replacement Process

- Providing your product has been received and it has been less than 30 calendar days, you can contact the official customer support via: [Info@herholdts.co.za](mailto:Info@herholdts.co.za).
- Our Support Team will determine whether your order is eligible. After confirming your order is eligible, they will give you a Return Authorization and provide you with a prepaid return shipping label (label to be determined by the support team). They will also provide instructions on how to properly package the product to return it safely. Do not ship the product until you have received the proper safety directions on how to ship the product. You must clearly mark the Return Authorization number on the package and include your proof of purchase date with the product.
- Please do not return the items without the Return Authorization confirmation from the **PHOTON** Customer Support Team. For returns without confirmation, the replacement may not be processed.
- The delivery of the replacement item will be arranged within 15 business days (subject to changes caused by force majeure) after confirming that the defective item has been received at our warehouse. If you purchase from official dealers, please show it to the seller with Return Authorization with communication records with **PHOTON** Customer Support Team. The final resolution is subject to the availability of the replacement items.

### Requirements of Replacements

- For product and all accessories, no man-made damages are found;
- All accessories and parts need to be sent back to original purchase channel with the main product;
- Parts and accessories should be securely packaged for return delivery in order to ensure good condition and to prevent damage during transportation.

### Items Required for Replacement Service

- Including but not limited to: outer box's serial number, proof of purchase, photo or video proof showing malfunction, etc.
- Video of the product issue not caused by non-human factors (product's serial number and no damage on the outer box needs to be recorded).
- If product was shipped and damaged by PHOTON's carriers, damage proof is needed.
- Replacement delivery address will be considered as the purchase delivery address, if there are any changes with delivery address, you need to provide complete address information in advance.

## Shipping Cost of Replacement

- If you purchase from [herholdts.co.za](http://herholdts.co.za), **PHOTON** provides shipping label and covers all the shipping cost for you during after sale service, as long as **PHOTON** shipping service available. Losses due to incorrect information will be covered by you.
- If you purchase from **PHOTON** authorized dealers, you might need to pay for the shipping cost to return the product to dealers. Please contact your seller for the shipping cost details.

## Replacement Service may not be provided as the below situation:

- For sold products, the date the case was reported is more than 30 calendar days from the date when the product was received by you.
- The product is returned without confirmation by **PHOTON** customer service team.
- The received product has not been sent back to **PHOTON** in 15 working days after replacement confirmation from **PHOTON**.
- Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with.
- A product sent to **PHOTON** for replacement does not include all the original accessories, attachments, and packaging, or it contains items damaged by user error.
- A product is found to have no defects after all appropriate tests are conducted by **PHOTON**, and repair service center authorized by **PHOTON**.
- Any fault or damage of the product is caused by collision, scorching, or unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
- Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
- Damage is caused by uncontrollable external factors, including fires, floods, high winds, lightning strikes, or traffic accidents.
- Proof of damage during transit issued by the carrier cannot be provided.
- When used with third-party components not approved by **PHOTON** product parameters or certified by **PHOTON**, used as input or load, damage caused by reliability and compatibility problems occurs.
- Replacement requirements are not met after product inspection.

## TECHNICAL SUPPORT

If you have technical questions about the battery,  
please feel free to contact us:

**Herholdt's Group (Pty) Ltd.**

Mail: [Info@herholdts.co.za](mailto:Info@herholdts.co.za)

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