Warranty Terms & Conditions

This warranty is only available to customers who purchased from Zendure's official websites, Zendure Amazon stores or any Zendure authorized retailers. Parties wishing to participate in the Warranty Program must abide by the procedures and requirements set forth in this policy.
Our friendly and responsive support team is happy to assist you with your warranty-related inquiries. Please feel free to **contact us** for more information.

Warranty Period

The warranty periods for our products are as follows:

Product Series	Product Subseries	Product	Warranty (EU&Schweiz)

SolarFlow Series	SolarFlow 800 Serie	SolarFlow 800	12 Years
		SolarFlow 800 Pro	10 Years
		SolarFlow 800 Plus	10 Years
		SolarFlow 800 accessories	1 Year
	SolarFlow 1600 Serie	SolarFlow 1600	10 Years
		SolarFlow 1600 Serie accessories	1 Year
	SolarFlow 2400 Serie	SolarFlow 2400 AC	10 Years
		SolarFlow 2400 AC+	10 Years
		SolarFlow 2400 Pro	10 Years
		SolarFlow 2400 Serie accessories	1 Year
	SolarFlow Mix Serie	SolarFlow 3000 Mix AC+	
		SolarFlow 4000 Mix AC+	
		SolarFlow 4000 Mix Pro	
	PowerHub	Zendure PowerHub	
	Hub	Hub 1200	10 Years
		Hub 2000	10 Years
		Hub Mini (to SuperBase V)	3 Years
		Hub Mini (to Satellite Battery)	3 Years
		Hub accessories	1 Year
	Add-on Battery	AB1000/AB1000S	10 Years
		AB2000/AB2000S/AB2000X	10 Years
		AB3000X/AB3000L	10 Years
		Add-on Battery accessories	1 Year
	AIO	AIO 2400	10 Years
		AIO Pro 1200	10 Years
		AIO 2400 accessories	1 Year
	Ace Series	Ace 1500	5 Years
		ACE 1500 accessories	1 Year
	Hyper Series	Hyper 2000	10 Years
		Hyper 2000 accessories	1 Year

SuperBase Series	SuperBase V	SuperBase V 6400	3 Years
		SuperBase V 4600	3 Years
		SuperBase V accessories	1 Year
	Satellite Battery	Satellite Battery B6400	3 Years
		Satellite Battery B4600	3 Years
		Satellite Battery accessories	1 Year
	SuperBasePro	SuperBasePro 1500	2 Years
		SuperBasePro 2000	2 Years
		SuperBasePro accessories	1 Year
Solar panel Series	Mounted Solar Panel	210W Flexible Solar Panels	3 Years
		Flexible Solar Panel accessories	1 Year
		455W Rigid Solar Panel	12 Years Workman-ship warranty/ 25 Years Power warranty
		435W Bi-Facial Solar Panel	12 Years Workman-ship warranty/ 25 Years Power warranty
		500W Bi-Facial Solar Panel	12 Years Workman-ship warranty/ 25 Years Power warranty
	Portable Solar Panel	400W Portable Solar Panel	2 Years
		200W Portable Solar Panel	2 Years
		Portable Solar Panel sccessories	1 Year
Accessories	Smart Hardware	Satellite Plug	1 Year
		Satellite Monitor CT	2 Years
	Cables	Super Flat Solar Cable 1m	1 Year
		Super Flat Solar Cable 3m	1 Year
		Solar Parallel Y Cable 3m	1 Year
		AC to MC4 Adapter	1 Year
		Battery Cable 1.5m	1 Year
		Battery Cable 3m	1 Year
		Battery Cable 5m	1 Year
		Hub 2000 to SBV Cable	1 Year

* In case of inconsistency between this warranty period and local consumer laws, the requirements of local consumer law shall be implemented.

* For areas not covered by the warranty, the after-sales warranty policy issued by the local dealer shall prevail.

*A Warranty Extension is offered for some of our products. To receive a warranty extension, you'll need to register your product in the Zendure app, and there may be additional costs or other conditions involved.

Guarantee conditions for gifts

Zendure GmbH provides its customers free of charge as part of certain promotions or upon fulfillment of certain purchasing conditions.

Gifts come with a standard limited warranty of 0 to 12 months from the gift date. Specific product warranty periods are shown in the table below, unless a longer warranty period is explicitly stated in the gift itself or in the accompanying promotional material. The start of the warranty period is determined by the invoice date of the purchased product or the date on the gift voucher.

Product name	Warranty period as a gift
Shelly Pro 3EM	6 months
Satellite Monitor CT	6 months
Brackets Support	No guarantee
Satellite Plug	No guarantee
ACE 1500	1 year
Microinverter	1 year

If the product purchased by the customer under the promotion needs to be returned for refund, the gift must be returned as a free product under the promotion together with the device purchased by the customer. Otherwise, Zendure GmbH is entitled to deduct the actual value of the gift during the refund process.

The table above indicates the warranty periods for products purchased from Zendure or its retail partners. Warranty periods for products ordered through Zendure's crowdfunding campaigns (Kickstarter, Indiegogo, etc.) may differ. Please review your product's documentation for more information.

NOTE: THIS WARRANTY POLICY IS LIMITED TO ZENDURE PRODUCTS ONLY. IN THE CASE OF ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY ZENDURE, PLEASE REFER TO THE WARRANTY TERMS PROVIDED BY THE RELEVANT MANUFACTURER.

The effective warranty period starts from the date of the product's purchase, as indicated on the appropriate invoice, receipt, or billing statement.

To verify your purchase and to better serve you, we may require information about your order (the sales receipt including date of purchase, order ID/number, and the name of the retailer), your warranty card, and when applicable, your product's serial number.

Warranty Exclusions

Our products are developed, manufactured, and tested in accordance with applicable EU safety regulations. If any product damage or safety incidents occur due to the user's failure to follow the usage guidelines provided in the user manual, app prompts, or other official channels, our company shall not be held liable for after-sales repair, replacement, or compensation. Such scenarios include, but are not limited to:

- Battery over-discharge, battery over-charge, or continued use of a severely degraded battery;
- Use of non-original or non-officially authorized chargers or battery accessories;
- Unauthorized disassembly or modification of the product;
- Exposure of the product to extreme temperatures, or high humidity, or highly corrosive environments;
- Damage caused by dropping, water exposure, or external force;
- Failure to provide a purchase proof;
- Acts of God (storm damage, lightning, voltage surge, fire, thunder,
- Flooding; social causes such as war, riots, government intervention, strikes, embargoes, market conditions, etc.);
- Accidents, misuse for unintended purposes, abuse, non-compliant use, normal wear and tear, theft, loss, or confiscation;
- Products with removed, unreadable, or tampered serial number stickers;
- Purchased from non-authorized sellers/resellers;
- Products used outside the purchase region or shipped to areas inaccessible to courier or freight services (e.g., overseas or remote islands).
- This warranty does not cover cosmetic or superficial defects (e.g., dents, stains, scratches) that do not impair the product's proper function.
- This limited warranty does not apply to battery cells or products containing battery cells unless you fully charge the battery cell within thirty (30) days of receiving the product and recharge it at least once every three months. Failure

to do so will void the battery cell warranty and coverage for all associated damages or malfunctions. It is advisable to fully charge it within seven (7) days of receipt.

Products purchased from unauthorized sellers are not covered by standard warranty. Please contact your original sales outlet or our customer service for paid warranty services. Specific service costs will be determined based on actual labor requirements.

Furthermore, this limited warranty does not exceed the original cost of Zendure products.
Please note: These warranty terms may be amended without prior notice. The Zendure Support Team reserves the right to make final decisions regarding eligibility for warranty service and determine appropriate solutions (e.g., replacement, repair, or refund).By purchasing and activating the product, the acknowledges these terms.
By purchasing and using this product, the user acknowledges that they have read, understood, and accepted the terms of this disclaimer.

Cancellation

If you need to cancel an order placed on Zendure official website, we offer a full refund for orders canceled when the item has not yet been shipped (normally within two working days). Please note that a transaction fee may be charged by your payment channel (Bank/PayPal, etc). Please consult your payment provider for confirmation.

Please note that once an order has been shipped, we are unable to directly cancel the order. Please contact us to recall the order or reject the shipment when it arrives at your address, and Zendure will offer a full refund after the shipment is successfully canceled or returned. Please note that a transaction fee may be charged by your payment channel (Bank/PayPal, etc). Please consult your payment provider for confirmation.

If you have any questions or concerns regarding your order, please **contact us** for assistance. However, we do not offer compensation for any losses resulting from the cancellation of crowdfunding or pre-sale orders, including but not limited to principal, interest, exchange rates, and opportunity costs. By participating in crowdfunding or pre-sale orders, you agree to assume any such losses that may arise from their cancellation.

Returns & Refunds

At Zendure, we want our customers to be completely satisfied with their purchases. If for any reason you are not satisfied with your purchase, you may return your product(s) to Zendure within 30 days from the date the item was received.

To initiate a return, please contact us at support center and include your name, the item(s) you want to return, and order information with sufficient proof of purchase, such as the order number from online purchases made through Zendure or a sales invoice. It may be necessary to provide more than one type of proof of purchase to process a warranty claim (such as a receipt of money transfer and confirmation of the address the item was originally shipped to).

Buyers must also provide the defective item's serial number and/or visual proof depicting the defect. It may be necessary to return an item for quality inspection.

Zendure's support team will reply to you within 1-2 business days, for processing Return Merchandise Authorizations (RMA). All returns must be assigned an RMA number for processing.

Write the RMA number on the shipping label on the outside of the package. RMA numbers should be clearly displayed on the return shipping label of any package being returned to Zendure. Do not write the RMA number on the green carton box.

Packages without an RMA number on the return shipping label may not be accepted by our local warehouse.

Please note that:

1. Any returned item must not be an open-box product.
2. Any returned item must be returned with their included product manuals, cables, and all accessories. We can not accept any returns if the product is damaged or missing in-the-box accessories.
3. Shipping charges are not refundable. The customer assumes all shipping charges, or any other fees associated with the transportation of the product to our facility.
4. Zendure is not responsible for lost or damaged products.
5. Zendure can not accept returns of overstock inventory from authorized resellers more than 6 months or 180 days from the delivery date.

If the customer applies for a return or exchange due to non-quality issues within 30 days from the date of product purchase, the relevant logistics costs (including but not limited to freight, taxes, customs clearance fees) will be undertake by the customer. Customers can contact Zendure customers support to get return cost quotation,The relevant logistics costs depend on the region where the consumer submits the product.