



## SL Series Warranty Policy March 2023

Unless otherwise stated, this warranty applies to locations within the continental United States and Canada.

Juice Goose warrants SL Series products and related internal batteries when properly applied and operated within specified conditions against faulty materials or workmanship for a period of five years from the date of first purchase. The warranty for product outside USA and Canada is three years for the UPS and five years for batteries. This warranty covers repair or replacement at the sole discretion of Juice Goose. The customer is responsible for the costs of shipping the defective product to Juice Goose or designated service location. Juice Goose will pay for ground shipment return of the repaired or replacement product. For equipment outside the US & Canada, the warranty does not cover shipping costs. This warranty applies only to the original purchaser.

If SL Series product is found to be faulty upon receipt by the purchaser, Juice Goose will be responsible for the costs of shipping product from and returning product to the customer in a timely manner. "Faulty upon receipt equipment" has a defect or does not function properly when initially received and installed as instructed and such fault is not caused by shipping damage.

To request warranty service or technical support contact Juice Goose as indicated below. A Return Authorization ("RA") number must be obtained in order to complete a warranty claim.

This warranty shall be void if (a) the equipment is repaired or modified by anyone other than Juice Goose or authorized service personnel; (b) the equipment is damaged by the customer, is improperly used or stored, is subjected to an adverse operating environment, or is operated outside the limits of its electrical specifications; or (c) the equipment has been used or stored in a manner contrary to the equipment's operating manual, intended use or other written instructions.

Any technical advice furnished by Juice Goose or authorized agent before or after delivery with regard to the use or application of the subject equipment is furnished on the basis that it represents the best advice under the circumstances and is to be used at the recipient's sole risk.

EXCEPT AS STATED ABOVE, JUICE GOOSE DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL JUICE GOOSE BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF SUBJECT EQUIPMENT, including but not limited to, any costs, lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, cost of substitutes, or claims by third parties.

Purchaser's sole and exclusive remedy for breach of any warranty, expressed or implied, concerning Juice Goose equipment, and the only obligation of Juice Goose under this warranty, shall be the repair or replacement of defective equipment, components, or parts; or, at Juice Goose's sole discretion, refund of the purchase price or substitution of an equivalent replacement product.

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