

Double Power Warranty

ONE-YEAR LIMITED WARRANTY ON PARTS AND 90 DAYS ON LABOR

This warranty covers only [new products](#) purchased from our authorized distributors or retailers. [Double Power Technology, Inc.](#) (Double Power) provides a manufacturer warranty to the original purchaser of a new Product against defects in materials and workmanship for a period of one year. If the Product covered by this warranty is determined to be defective within the warranty period, Double Power will either repair or replace the unit at its sole option and discretion. To obtain warranty service, contact Double Power Technical Support via email at techsupport@doublepowertech.com or via phone at 800-838-3315 from 8:30AM to 5:00PM PST Monday through Friday or visit www.doublepowertech.com. Pre-authorization must be obtained before sending any product to a Double Power Service Center. [Proof of purchase](#) in the form of a purchase receipt or copy thereof is required to show that a Product is within the warranty period.

Parts and Labor

There will be no charge for parts or labor during the first ninety (90) days of the [warranty period](#). Thereafter and up to one year from the date of purchase, parts only are under warranty. There will be a labor fee if repairs are required during this time. Replacement parts and units may be new or recertified at Double Power's option and sole discretion. Replacement parts and units are warranted for the remaining portion of the original warranty or for ninety (90) days from warranty service or replacement, whichever is greater.

Type of Service

[Defective products](#) must be sent to the Double Power Service Center to obtain warranty service. Double Power is not responsible for transportation costs to the service center, but Double Power will cover return shipping to the customer. Pre-authorization is required before sending any unit in for warranty service. Products must be returned in either the original carton box and shipping material or packaging that affords an equal degree of protection.

Limitations and Exclusions

Double Power's one-year [limited warranty](#) only covers defects in materials and workmanship. This warranty does not cover, for example: cosmetic damage (includes dropped units and cracked screens), normal [wear and tear](#), improper operation, improper voltage supply or power surges, signal issues, damages from shipping, acts of God, any type of customer misuse, modifications or adjustments, as well as installation and set-up issues or any repairs attempted by anyone other than by the Double Power Service Center. This one-year limited warranty does not cover Products sold "AS IS", "FACTORY RECERTIFIED", or by a non-authorized reseller. THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED OR DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE PERIOD OF TIME SET FORTH ABOVE. DOUBLE POWER'S TOTAL LIABILITY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER INCLUDING DOUBLE POWER'S NEGLIGENCE, ALLEGED DAMAGE, OR DEFECTIVE GOODS, WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT, SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE PRODUCT. DOUBLE POWER SHALL NOT BE RESPONSIBLE FOR LOSS OF USE, LOSS OF INFORMATION OR DATA, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. THIS WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE.

Personal Data

If your DOUBLE POWER product is capable of storing personal data and other information, ALL CONTENTS AND INFORMATION WILL BE DELETED IN THE COURSE OF SOME IN-HOME AND ALL SHIP-IN WARRANTY SERVICE. If this occurs, your product will be returned to you configured as originally purchased. You will be responsible for restoring all applicable data and passwords. Recovery and reinstallation of user data is not covered under this Limited Warranty. In order to protect your personal information, Double Power recommends that you always clear all personal information from the unit before it is serviced.