BigBattery
Your Source For Power

WARRANTY COVERAGE

MOBILITY BATTERY WARRANTY: REPAIRS, REPLACEMENTS, & RETURNS

All BigBattery batteries are backed by a 12-year manufacturer's warranty. Accessories included with or purchased for the system are covered by a 1-year warranty. Warranty coverage begins on the date of purchase by the end user from an authorized distributor.

If a manufacturing defect is verified, BigBattery will:

- Provide replacement parts with instructions if the issue is field-resolvable
- (Or) repair the defective unit at our facility

Exclusions

This warranty **does not cover**:

- Damage caused by **misuse**, **abuse**, or **unauthorized modifications**
- Failures due to improper installation or operation outside rated specifications
- Normal wear and tear or cosmetic damage that does not affect functionality

Returns

If a product was ordered incorrectly, we can assist with a return.

Restocking Fee: 20% of the purchase price.

Return Window: Return must be initiated within 30 days of purchase.

Shipping: Return shipping is covered if initiated within this period.

Transferability

The warranty may be transferred to a new owner provided that: (1) the new owner can supply documentation of each transfer of ownership, establishing a clear paper trail (such as a bill of sale, title transfer, or dealer invoice) along with the original proof of purchase; and (2) the battery remains installed in its original vehicle or system.

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Repairs & Replacements

Field-Resolvable: Replacement parts are shipped with instructions at no cost to the customer.

Repairs within the first year: BigBattery covers all shipping costs (both to and from our facility).

After the first year: Customers are responsible for shipping the unit to our facility as well as for the return shipment once repairs are completed.

Turnaround: Typical repair time is 1–2 weeks after the unit is received.

Replacements: Standard policy requires the original item to be returned before a replacement is shipped. In some cases, and with approval, advance replacements may be provided.

Product Condition

Opened items: Must be photographed from all sides for carrier documentation.

Unopened items: Must include photographs showing the sealed boxes.
Our shipping team will provide the Bill of Landing, shipping label, and any special instructions.

Refunds: Unopened products are credited back to the original payment method once received and processed.

Customer Support

We're here to help. The best ways to reach us are by phone, email, or live chat.

Phone: (818) 280-3091
(Phone Support available 9AM – 7PM CST)

Email: Support@BigBattery.com
(Monitored during business hours. All responses sent within 24 hours excluding extended holidays)

Live Chat: www.BigBattery.com
(Live Chat Support available 9AM – 7PM CST)

You may also reach RC at R.Matthew@bigbattery.com

When contacting, please provide:

- The serial number of the battery
- Original purchase receipt or ownership transfer documentation
- Any existing service/maintenance records
- A brief summary of the issue
- Photographs (for any visible damage or concern)

Our team will create a support ticket and provide you with a ticket number for reference.