



Warranty Claim Procedure

Jericho batteries are some of the highest quality products in the industry. But in the unlikely event that one of our batteries has problems, please follow the following procedure to submit a claim.

All warranty claims for Jericho batteries must be submitted in writing on the Jericho Battery Company website (www.jerichobatteries.com/warranty).

Please include a detailed description of the usage of the battery and the circumstances around the failure. It is important that you submit the claim with the person's name that it was originally purchased under so that we can find the sales record and verify the warranty.

Jericho Battery Company may send you instructions to follow to attempt to remedy the battery problem. Failure or refusal to follow the instructions may result in a delay in handling the claim and possibly a denial of the claim and voiding of the warranty.

After a warranty claim has been submitted and approved:

- A prepaid shipping label will be sent to you for shipping the defective battery to Jericho
- You will need to pack and ship the defective battery to Jericho Battery Company at 4020 Trey Lane in Argyle, TX 76226. Be sure to package the battery well as Jericho will not be responsible for shipping damage due to inadequate shipping materials.
- After receiving the defective battery, Jericho technicians will diagnose the problem and determine a cause.
- If the cause is determined to be due to an exclusion of the warranty, such as abuse, misuse, or hazardous conditions, the warranty claim will be denied.
- If the cause is determined to be due to a manufacturing defect, the battery will be repaired or a replacement battery will be selected. Replacement batteries will:
 - Be the same voltage and capacity as the original battery
 - Have a cycle count equal to or less than the original battery
 - Be the same physical dimensions or slightly smaller but no larger than the original battery
 - Have the same features as the original battery (for example, built-in Bluetooth)
- The repaired or replacement battery will be shipped back to you via regular ground shipping.
- If a replacement battery is issued, the warranty will transfer to the replacement battery for the remainder of the duration.

Warranty decisions by Jericho Battery Company are made giving you the benefit of the doubt, whenever possible. If a decision as to cause cannot be made with 100% confidence, the warranty claim will be approved and a repair or replacement made. Having said that, all warranty decisions are final.

