



WARRANTY POLICY

We stand by our products. Having gone through extensive testing, both in house and real world we're certain our products will keep up with your demands.

That's why we offer a hassle-free 3-year replacement/repair warranty on all of our portable "Plug 'n' Play" builds, and a 5 year replacement/repair on our A-Grade cells. Should you find your unit not performing as you'd expect, simply complete our online warranty claims application and we will get in contact with you promptly. We'll do some initial testing/troubleshooting together with you first, and if unsuccessful we will arrange for your unit to be sent back to our workshop for detailed assessment.

Following assessment of the issue we'll let you know if your claim meets our typical warranty requirements, or if the issue is more of a repair nature. Either way, trust you're in good hands. We want you out there, enjoying our products, and we understand your endorsement and support for our products is crucial to our success. If your repair is not covered under warranty, our repair costs are capped at 30% of initial total purchase price (excludes total loss repair i.e. your PowerPack takes a swim when you're out fishing...).

Postage: If the product is deemed to be a valid Warranty Claim we'll cover shipping both ways. For repairs, simply send it in and we'll take care of getting it back out to you (you pay one way).

We don't want there to be any secrets - detailed warranty/repair reports are available should it be of interest to you.

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