

Warranty & Return Policy

One-Year Limited Warranty

BlockBattery products are warranted to be free of defects in material and workmanship for a period of one year from date of purchase.

BlockBattery will, at its election, repair or replace any products demonstrating defects occurring during normal usage and within the corresponding Blockbattery product's specification range for powering professional cinema, lighting and video production equipment.

BlockBattery is not responsible for any incidental or consequential damages, including loss of time or other. Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state/province to state/province.

To obtain warranty service contact BlockBattery either directly by phone, email, or through your dealer.

Return Policy

Products that have been used, but are exhibiting problems which may require repair or replacement are subject issue verification and the BlockBattery warranty listed above.

Standard products listed on the BlockBattery price list may be returned by the original purchaser (dealer) within 15 business days from delivery and/or shipment receipt, subject to the following limitations:

All returned items must be in new condition and include all original packaging material.

All returned items are shipped at the purchaser's expense and risk of damage/loss.

All returned items are subject to verification of new condition and any items with cosmetic damage are subject to a 15% restocking fee.

Any returns of 5 or more packaged systems and/or 5 or more of the same items is subject to a 15% restocking fee.

All special order or custom products are non-returnable, except for repair or replacement, subject to issue verification and the BlockBattery warranty listed above.

All requests for Return Material Authorization should be submitted to normk@blockbattery.com

Once a Return Material Authorization number has been issued, then please ship to:

BlockBattery
Attn: RMA # _____
5212 Bolsa Avenue, Unit 4
Huntington Beach, CA 92649 USA

This Warranty & Return Policy is subject to revision without notification. However, the applicable policy details will be the version that was in place at the time of original product purchase.

www.BlockBattery.com