



Green Power Batteries LLC  
619-737-5944 – [www.greenpower-batteries.com](http://www.greenpower-batteries.com)

### **GPB RETURN AND/OR EXCHANGE POLICY**

In order to return or exchange a GPB product purchaser must contact GPB by email ([info@greenpower-batteries.com](mailto:info@greenpower-batteries.com)) or phone (619-737-5944). Products must be returned to GPB within 30 days from the date you received the order. Returns are subject to a 15% restocking fee. Orders placed with a Purchase Order will be subject to a 15% restocking fee if not cancelled the same day of the order. Orders that have been placed and have not shipped are considered a return and are also subject to a 15% restocking fee.

#### **CONDITIONS:**

- All batteries returned must be in new condition with undamaged original manufacturer's packaging.
- The purchaser is responsible for shipping costs for returns and/or exchanges.
- If returned battery is damaged or has missing parts, upon inspection the purchaser will be charged ADDITIONAL fees.
- If the return is a result of our error or a manufacturing defect, the purchaser is still required to contact GPB by email or phone prior to the return, and have the battery returned within 30 days from the date when it was received.
- GPB will notify the purchaser of the refund once the returned battery has been received and processed. Purchaser can expect a refund in the same form of payment originally used usually within 7-14 business days of the notification.

**Please note:** If return is a result of our error or manufacturer defect, we will refund shipping costs at a preauthorized rate equivalent to ground shipping rates, as well as waive all restocking fees.